

Quarter One 2025-26
performance report
Office of the Health Ombudsman



OFFICE OF THE
HEALTH
OMBUDSMAN



Quarterly performance report— Quarter One 2025-26

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Introduction

This document reports on the Quarter One (Q1) performance of the Office of the Health Ombudsman (OHO) for the 2025–26 financial year.

The OHO provides a single point of entry for health service complaints and operates in a co-regulatory model with the Australian Health Practitioner Regulation Agency (Ahpra) when dealing with notifications and complaints about registered health practitioners. The OHO also deals with complaints about unregistered health practitioners and health service organisations and facilities.

The key objectives of the *Health Ombudsman Act 2013 (the Act)* are to:

- Protect the health and safety of the public.
- Promote professional, safe and competent practice by health practitioners.
- Promote high standards of service delivery by health service organisations.
- Maintain public confidence in the management of complaints and other matters relating to the provision of health services.

We have a range of functions which include:

- receives enquiries, complaints and notifications about health services and health service providers, including registered and unregistered health practitioners and take relevant action
- take relevant action in relation to those complaints including immediate action where necessary to protect the health and safety of the public or where it is in the public interest
- investigate and report on systemic issues and identify and recommend opportunities for improvement
- monitor the functions of Ahpra and the National Boards as they relate to registered practitioners in Queensland
- provide information about minimising and resolving health service complaints
- report publicly on the performance of the OHO's functions.

Our performance reports are available to the public on our website www.oho.qld.gov.au.

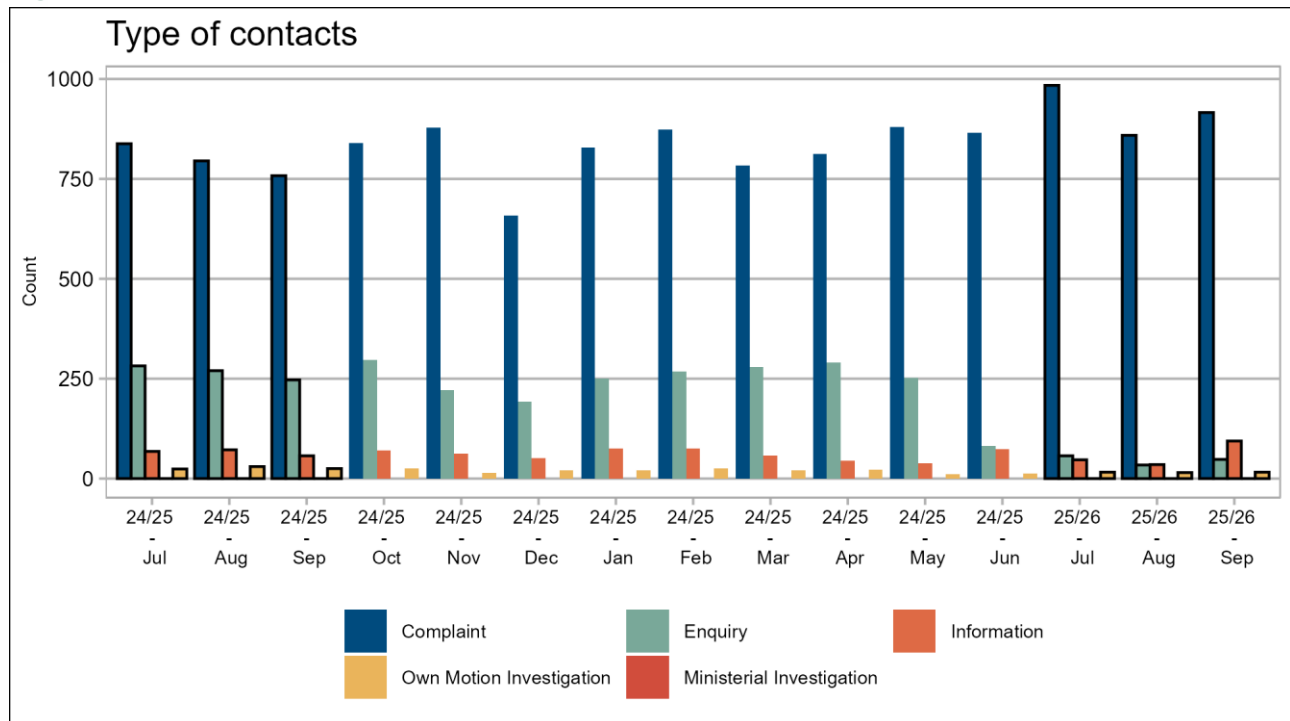
Data in this report is correct as of 27 October 2025, though figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

The OHO works closely with Ahpra within Queensland's co-regulatory framework. All registered health practitioner complaints are now jointly considered by OHO and Ahpra from 6 December 2021.

Intake of complaints

The commencement of a complaint begins by the recording of data within the OHO case management platform, Resolve. Data outlined in this section refers to entries into Resolve unless otherwise specified.

Type of contacts



Type of contact	July		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	984	89.13	859	91.09	916	85.29	2759	88.4
Enquiry	57	5.16	34	3.61	48	4.47	139	4.45
Information	47	4.26	35	3.71	94	8.75	176	5.64
Own motion investigation	16	1.45	15	1.59	16	1.49	47	1.51
Ministerial investigation	0	0	0	0	0	0	0	0
Total	1104	100	943	100	1074	100	3121	100

In addition to the above, 8 further contacts are yet to be classified.

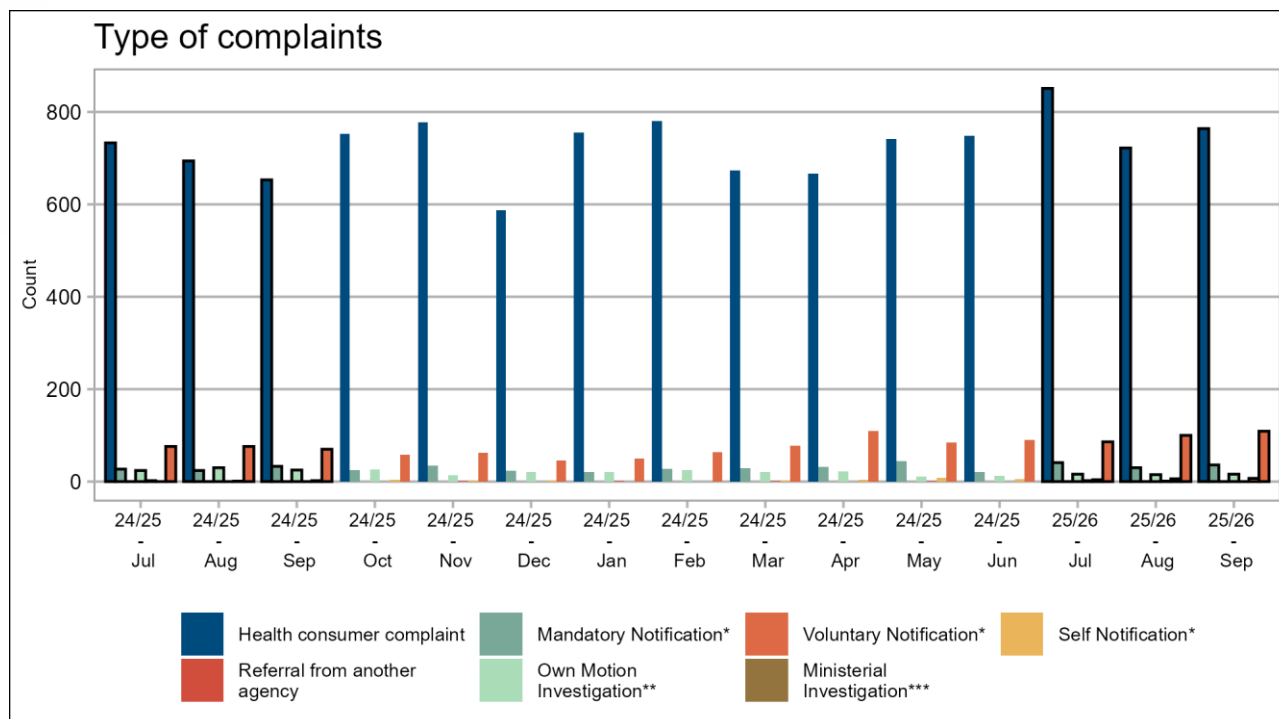
Contacts received through Genesys

A large portion of Resolve contacts are generated from calls to the OHO. To manage these calls the OHO utilises Genesys - a cloud-based telephony / contact system that provides the OHO with multiple contemporary functions to record and report on work beyond what is formally recorded in our complaints management systems. In short, for the same period (Q1) Genesys contacts amounted to 8056 which equates to approximately 61.2% of other contacts made with the OHO which do not necessitate being recorded in the Resolve system as a particular type of contact (as shown on the previous page).

The table below is a breakdown of the contacts recorded in Genesys.

Type of contact	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
General enquiry	378	14.54	361	13.59	441	15.74	1180	14.65
Health service complaint	648	24.93	602	22.67	681	24.31	1931	23.97
Notification	58	2.23	56	2.11	49	1.75	163	2.02
Prisoner phone line	249	9.58	189	7.12	238	8.50	676	8.39
Email	1216	46.79	1368	51.51	1286	45.91	3870	48.04
Webchat	50	1.92	80	3.01	106	3.78	236	2.93
Total	2599	100	2656	100	2801	100	8056	100

Type of complaints



Type of complaints	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	851	85.1	722	82.61	764	81.97	2337	83.29
Mandatory notification*	41	4.1	30	3.43	36	3.86	107	3.81
Voluntary notification*	86	8.6	100	11.44	109	11.7	295	10.51
Self notification*	4	0.4	6	0.69	7	0.75	17	0.61
Referral from another agency	2	0.2	1	0.11	0	0	3	0.11
Own motion investigation**	16	1.6	15	1.72	16	1.72	47	1.67
Ministerial investigation***	0	0	0	0	0	0	0	0
Total	1000	100	874	100	932	100	2806	100

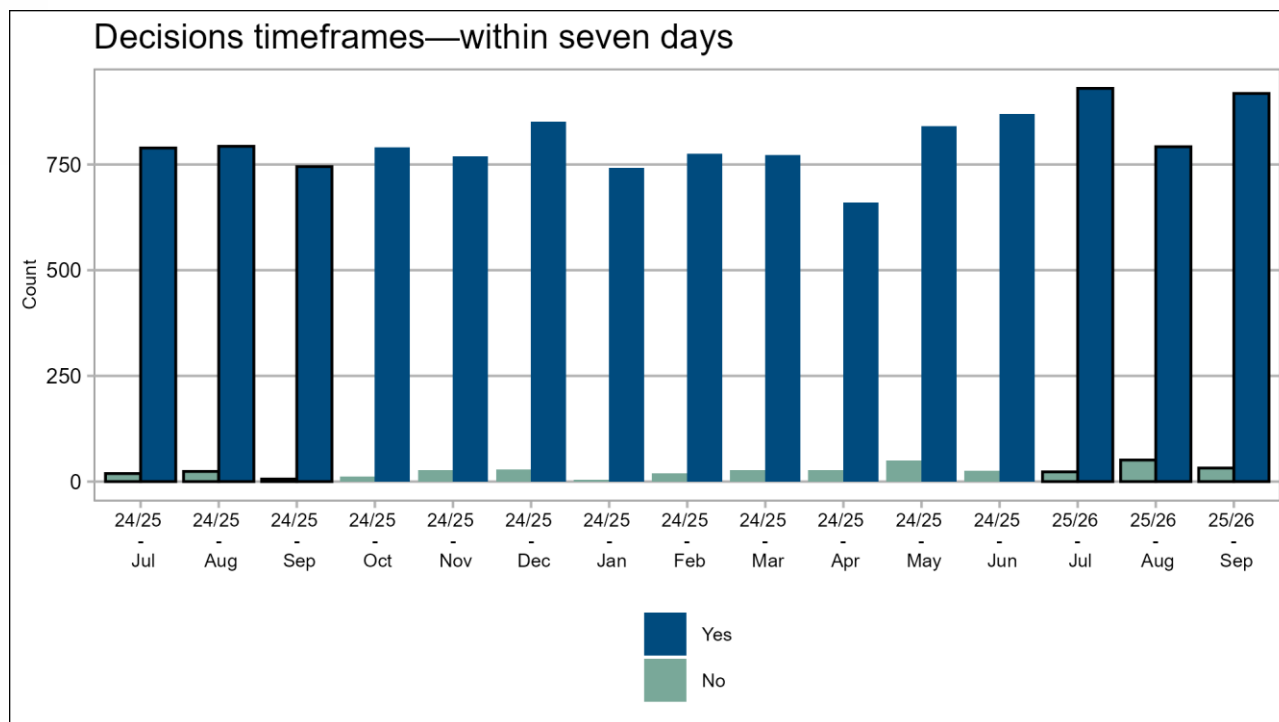
* Notifications are matters defined under the Health Practitioner Regulation National Law (Queensland) and only relate to registered practitioners.

** Own motion investigations refer to matters initiated by the Health Ombudsman, primarily following the receipt of information from the Queensland Police Service.

*** Ministerial investigations refer to matters initiated under s81 of the *Health Ombudsman Act 2013*.

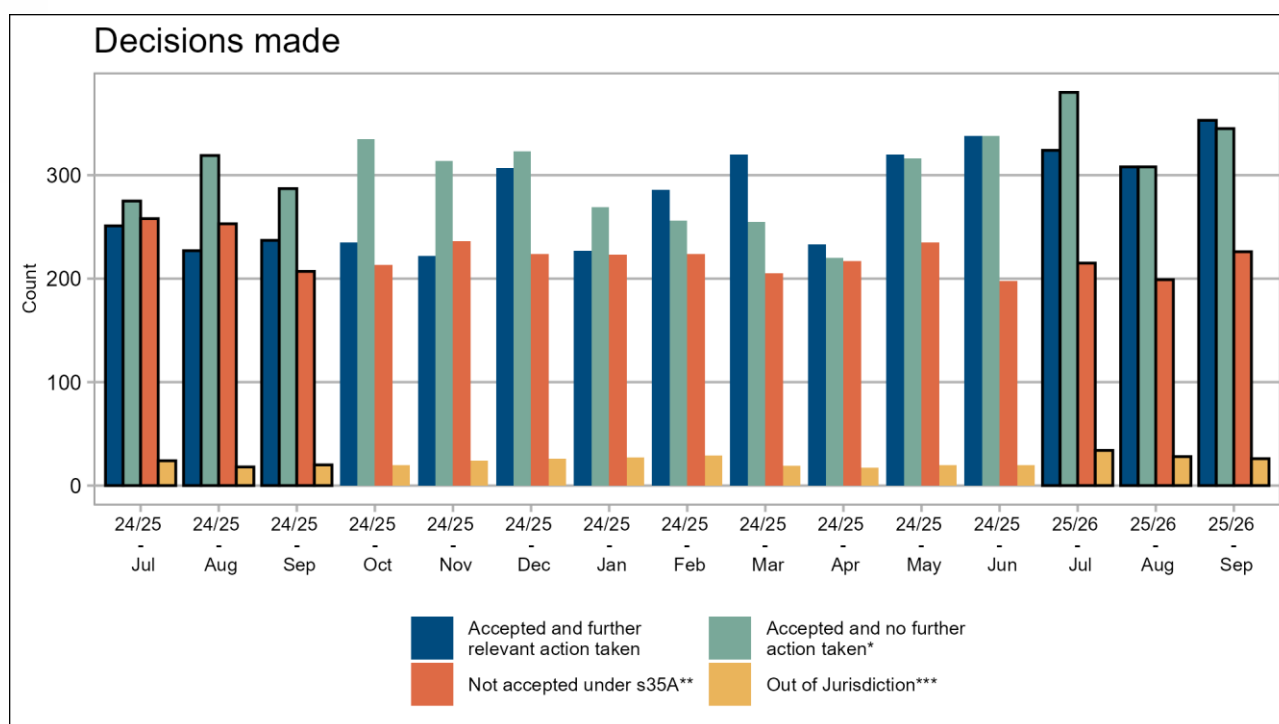
Complaint decisions

Decisions timeframes—within seven days



Decision made	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Yes	930	97.59	792	93.95	918	96.63	2640	96.14
No	23	2.41	51	6.05	32	3.37	106	3.86
Total	953	100	843	100	950	100	2746	100

Decisions made



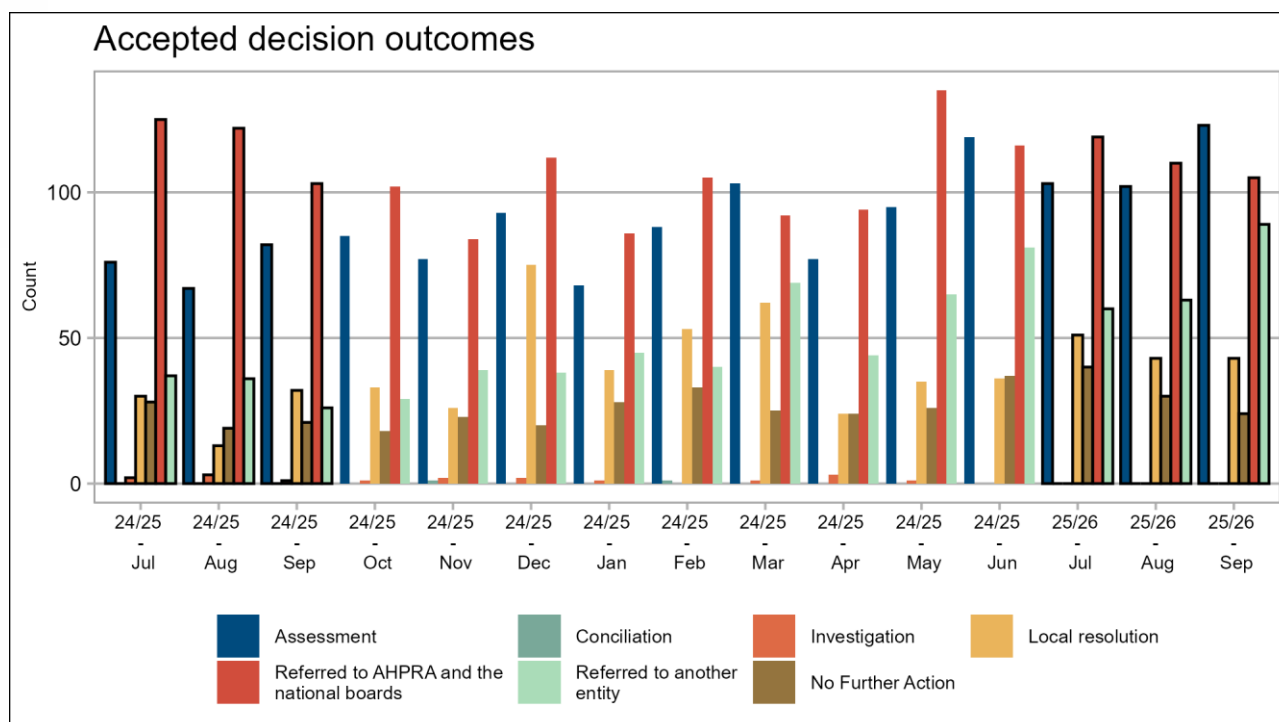
Number of decisions made	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Accepted and further relevant action taken	324	34	308	36.54	353	37.16	985	35.87
Accepted and no further action taken*	380	39.87	308	36.54	345	36.32	1033	37.62
Not accepted under s35A**	215	22.56	199	23.61	226	23.79	640	23.31
Out of jurisdiction***	34	3.57	28	3.32	26	2.74	88	3.2
Total	953	100	843	100	950	100	2746	100

* These decisions relate to matters in which the Health Ombudsman has decided to take no further action under section 44 of the *Health Ombudsman Act 2013*. Prior to 1 December 2020, this category was reported as "Not Accepted".

** Matters may not be accepted under s35A of the Act where the matter would be more appropriately dealt with by an entity other than the Health Ombudsman or where the complainant has not yet sought a resolution with the health service provider.

*** Matters classified as out of jurisdiction refer to complaints registered with the OHO but cannot be dealt with under the *Health Ombudsman Act 2013*.

Accepted decision outcomes



Type of relevant action	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	103	27.61	102	29.31	123	32.03	328	29.68
Conciliation	0	0	0	0	0	0	0	0
Investigation	0	0	0	0	0	0	0	0
Local resolution	51	13.67	43	12.36	43	11.2	137	12.4
Referred to AHPRA and the national boards	119	31.9	110	31.61	105	27.34	334	30.23
Referred to another entity	60	16.09	63	18.1	89	23.18	212	19.19
No further action	40	10.72	30	8.62	24	6.25	94	8.51
Total	373	100	348	100	384	100	1105	100

Accepted decisions may result in multiple issues and/or practitioners being identified, each requiring its own action. The data in the above table includes all identified issues/practitioners requiring action that were identified in the accepted complaints where further relevant action was taken (noted in category 'Accepted and further relevant action taken' included the previous 'Decisions made' table). The 'No further action' outcomes in this table are confined to those accepted complaints.

Health service complaints profile

Main issue categories raised in complaints

Issue	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Access	139	9.06	88	6.73	112	8.48	339	8.15
Code of conduct for Health Care Workers	23	1.5	25	1.91	27	2.05	75	1.8
Communication and Information	150	9.78	135	10.32	128	9.7	413	9.92
Consent	34	2.22	39	2.98	25	1.89	98	2.35
Discharge and Transfer Arrangements	24	1.56	32	2.45	10	0.76	66	1.59
Environment/Management of Facility	43	2.8	49	3.75	43	3.26	135	3.24
Fees and Costs	54	3.52	57	4.36	60	4.55	171	4.11
Grievance Processes	84	5.48	75	5.73	61	4.62	220	5.29
Health Ombudsman Act 2013 Offence	1	0.07	0	0	4	0.3	5	0.12
Information	0	0	0	0	0	0	0	0
Medical Records	57	3.72	40	3.06	35	2.65	132	3.17
Medication	132	8.6	102	7.8	104	7.88	338	8.12
Professional Conduct	232	15.12	204	15.6	221	16.74	657	15.79
Professional Health	24	1.56	19	1.45	24	1.82	67	1.61
Professional Performance	500	32.59	418	31.96	437	33.11	1355	32.56
Reports/Certificates	35	2.28	24	1.83	29	2.2	88	2.11
Research/teaching/assessment	2	0.13	1	0.08	0	0	3	0.07
Total	1534	100	1308	100	1320	100	4162	100

These figures are based on the registration date of the issue recorded during the period. A single complaint can contain multiple issues. Reporting on all issues identified in complaints allows comprehensive monitoring of trends, which can in turn inform a range of health complaint management system functions, such as education and information provision.

Subcategories of professional performance issues raised in complaints

Issue	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Competence	18	3.6	11	2.63	11	2.52	40	2.95
Coordination of treatment	51	10.2	40	9.57	34	7.78	125	9.23
Delay in treatment	22	4.4	20	4.78	21	4.81	63	4.65
Diagnosis	21	4.2	33	7.89	38	8.7	92	6.79
Inadequate care	54	10.8	51	12.2	54	12.36	159	11.73
Inadequate consultation	43	8.6	28	6.7	38	8.7	109	8.04
Inadequate prosthetic equipment	5	1	3	0.72	5	1.14	13	0.96
Inadequate treatment	163	32.6	125	29.9	141	32.27	429	31.66
Infection control	7	1.4	10	2.39	3	0.69	20	1.48
No or inappropriate referral	8	1.6	8	1.91	8	1.83	24	1.77
Public or private election	0	0	0	0	0	0	0	0
Rough and painful treatment	9	1.8	11	2.63	8	1.83	28	2.07
Teamwork or supervision	7	1.4	3	0.72	2	0.46	12	0.89
Unexpected treatment outcome or complications	68	13.6	50	11.96	59	13.5	177	13.06
Withdrawal of treatment	8	1.6	8	1.91	5	1.14	21	1.55
Wrong or inappropriate treatment	16	3.2	17	4.07	10	2.29	43	3.17
Total	500	100	418	100	437	100	1355	100

Professional performance represents the largest proportion of complaint issues. Additional information on this category of issue provides greater transparency around the issues being managed by OHO.

Subcategories of professional conduct issues raised in complaints

Issue	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Annual declaration not completed or completed incorrectly	1	0.43	2	0.98	3	1.36	6	0.91
Assault	9	3.88	11	5.39	8	3.62	28	4.26
Attendance	0	0	0	0	1	0.45	1	0.15
Boundary violation	7	3.02	5	2.45	9	4.07	21	3.2
Breach of condition	0	0	2	0.98	4	1.81	6	0.91
Conflict of interest	7	3.02	10	4.9	4	1.81	21	3.2
Discriminatory conduct	8	3.45	7	3.43	4	1.81	19	2.89
Emergency treatment not provided	0	0	0	0	2	0.9	2	0.3
Excessive treatment	1	0.43	3	1.47	4	1.81	8	1.22
Experimental treatment	0	0	1	0.49	0	0	1	0.15
False or misleading statements and or information	4	1.72	7	3.43	9	4.07	20	3.04
Financial fraud	1	0.43	5	2.45	2	0.9	8	1.22
Illegal practice	45	19.4	43	21.08	38	17.19	126	19.18
Inappropriate behaviour	46	19.83	41	20.1	53	23.98	140	21.31
Inappropriate collection, use or disclosure of information	43	18.53	36	17.65	28	12.67	107	16.29
Medico-legal conduct	2	0.86	1	0.49	2	0.9	5	0.76
Misrepresentation of qualifications	6	2.59	4	1.96	10	4.52	20	3.04
National Law breach	8	3.45	3	1.47	2	0.9	13	1.98
National Law offence	26	11.21	7	3.43	14	6.33	47	7.15
Offence by student	0	0	0	0	0	0	0	0
Response to adverse event	5	2.16	3	1.47	1	0.45	9	1.37
Sexual misconduct	13	5.6	13	6.37	23	10.41	49	7.46
Total	232	100	204	100	221	100	657	100



Subcategories of professional health issues raised in complaints

Issue	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Mental impairment - cognitive impairment	2	8.33	1	5.26	1	4.17	4	5.97
Mental impairment - mental illness	7	29.17	10	52.63	7	29.17	24	35.82
Mental impairment - other	5	20.83	1	5.26	2	8.33	8	11.94
Mental impairment - substance misuse, abuse or addiction	10	41.67	7	36.84	10	41.67	27	40.3
Physical impairment	0	0	0	0	4	16.67	4	5.97
Total	24	100	19	100	24	100	67	100

Profile of complaints about health practitioners

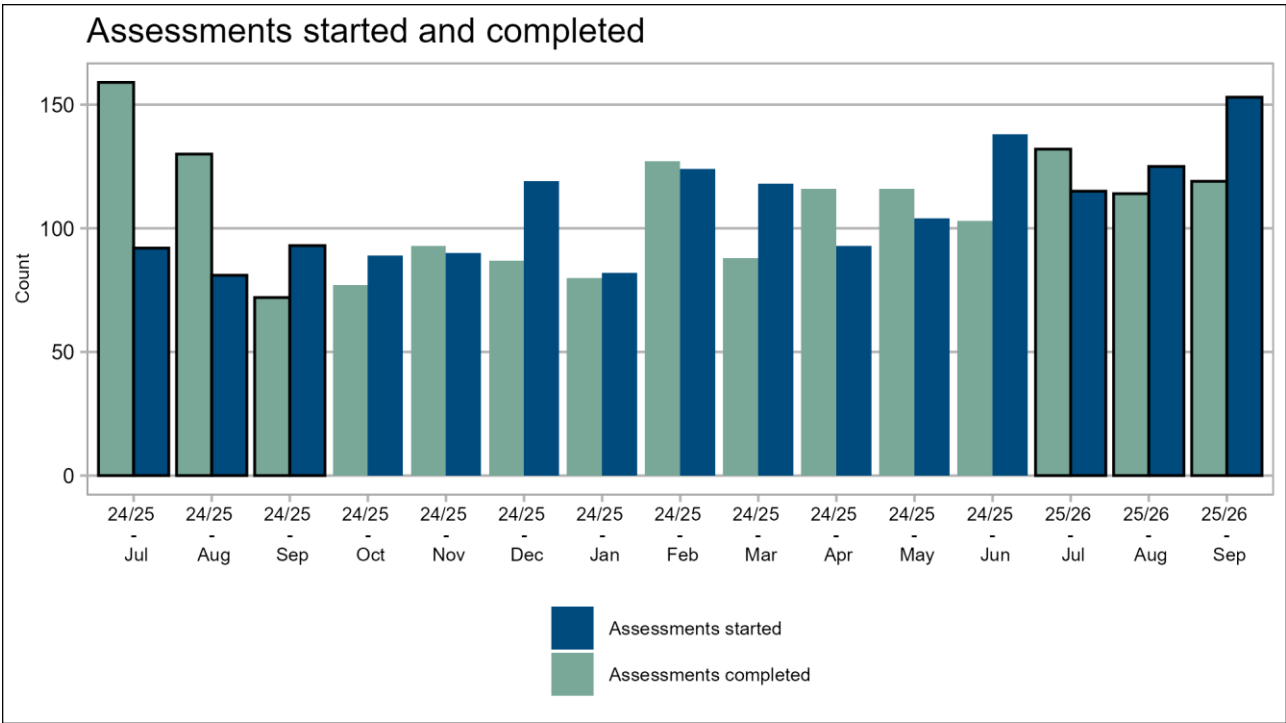
Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	Total
Aboriginal and Torres Strait Islander health practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	2	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Chiropractor	8	-	-	1	-	-	1	-	-	-	-	-	-	2	-	6	-	-	10
Dental practitioner	77	-	-	10	8	-	1	8	-	-	-	2	-	17	2	56	1	-	105
Medical Practitioner	658	22	-	117	23	6	3	31	7	1	-	32	106	184	12	364	44	1	953
Medical Radiation Practitioner	9	-	-	2	-	-	-	-	-	-	-	-	-	4	1	4	-	-	11
Midwife	13	-	-	-	1	-	-	-	-	-	-	-	1	15	-	4	-	-	21
Nurse	211	-	-	8	3	-	-	-	2	1	-	5	24	159	32	53	-	1	288
Occupational Therapist	19	-	-	2	-	-	-	2	2	-	-	1	-	8	-	2	7	-	24
Optometrist	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	21	-	-	1	-	-	-	-	-	-	-	2	2	22	2	3	-	-	32
Pharmacist	35	-	-	3	-	-	-	1	-	-	-	1	20	23	6	2	1	-	57
Physiotherapist	21	-	-	4	1	-	-	1	1	-	-	1	-	13	1	8	-	-	30
Podiatrist / Chiropodist	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1
Psychologist	84	3	1	13	3	-	1	2	2	-	-	2	-	63	8	28	8	1	135
Student practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	100	3	63	21	1	-	3	3	3	1	-	-	12	48	3	18	4	-	183
Total	1259	28	64	182	41	6	9	49	17	3	-	46	165	558	67	549	65	3	1852

Profile of complaints about health service organisations

Organisation type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	
		Access	Code of conduct for Health Care Workers	Comm. and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	HO Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	Total
Administrative Service	5	1	-	1	-	-	1	3	1	-	-	-	1	-	-	1	1	-	10
Aged Care Facility	12	-	-	1	-	-	2	-	2	-	-	-	2	1	-	8	-	-	16
Allied Health Service	33	1	-	6	1	1	5	7	9	-	-	3	3	5	-	7	-	-	48
Ambulance Service	10	1	-	2	1	1	1	-	2	-	-	-	-	2	-	7	-	-	17
Area Health Services	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Community Health Service	30	3	-	8	-	1	5	1	8	-	-	3	1	3	-	13	-	-	46
Correctional Facility	19	14	-	8	-	-	2	-	1	-	-	1	12	-	-	15	1	-	54
Dental Service	47	6	-	7	1	-	3	8	10	-	-	4	-	2	-	22	2	-	65
Environmental Health Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Education Service	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Health Information Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Promotion Service	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Health Service District	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hospital & Health Service	9	3	-	1	-	2	1	-	3	-	-	-	1	2	-	5	-	-	18
Laboratory Service	19	-	2	3	-	-	-	6	3	-	-	-	-	1	-	7	1	-	23
Licensed Day Hospital	2	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	2
Licensed Private Hospital	32	7	-	8	-	7	6	6	13	-	-	3	4	2	-	18	-	-	74
Medical Centre	149	20	1	27	2	-	14	30	26	-	-	26	16	8	-	25	1	-	196
Mental Health Service	52	5	-	15	15	5	9	3	11	1	-	5	14	14	-	20	1	-	118
Nursing Service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Optical Store	3	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	3
Other Government Department	16	3	-	4	-	-	5	2	3	-	-	-	-	1	-	1	1	-	20
Other Support Service	22	2	2	1	-	-	2	7	4	-	-	1	2	1	-	6	1	-	29
Paramedical Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parent Organisation	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmaceutical Service	46	-	-	10	-	-	6	2	5	-	-	-	23	4	-	3	1	-	54
Private Organisation	42	1	1	5	2	1	10	11	9	-	-	2	2	4	-	9	3	-	60
Public Health Service	13	3	-	2	1	1	1	2	1	-	-	-	-	2	-	7	-	-	20
Public Hospital	66	25	1	26	15	18	20	8	25	1	-	15	10	18	-	53	5	-	240
Registration Board	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Residential Care Service	6	-	1	2	-	-	-	-	-	-	-	-	1	-	-	2	-	-	6
Social Work Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Specialised Health Service	38	3	-	8	2	-	1	7	3	-	-	-	3	4	-	13	2	-	46
Welfare Service	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Unknown Organisation Type	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Total	676	98	10	146	40	37	94	104	139	2	-	63	95	76	-	246	20	-	1170

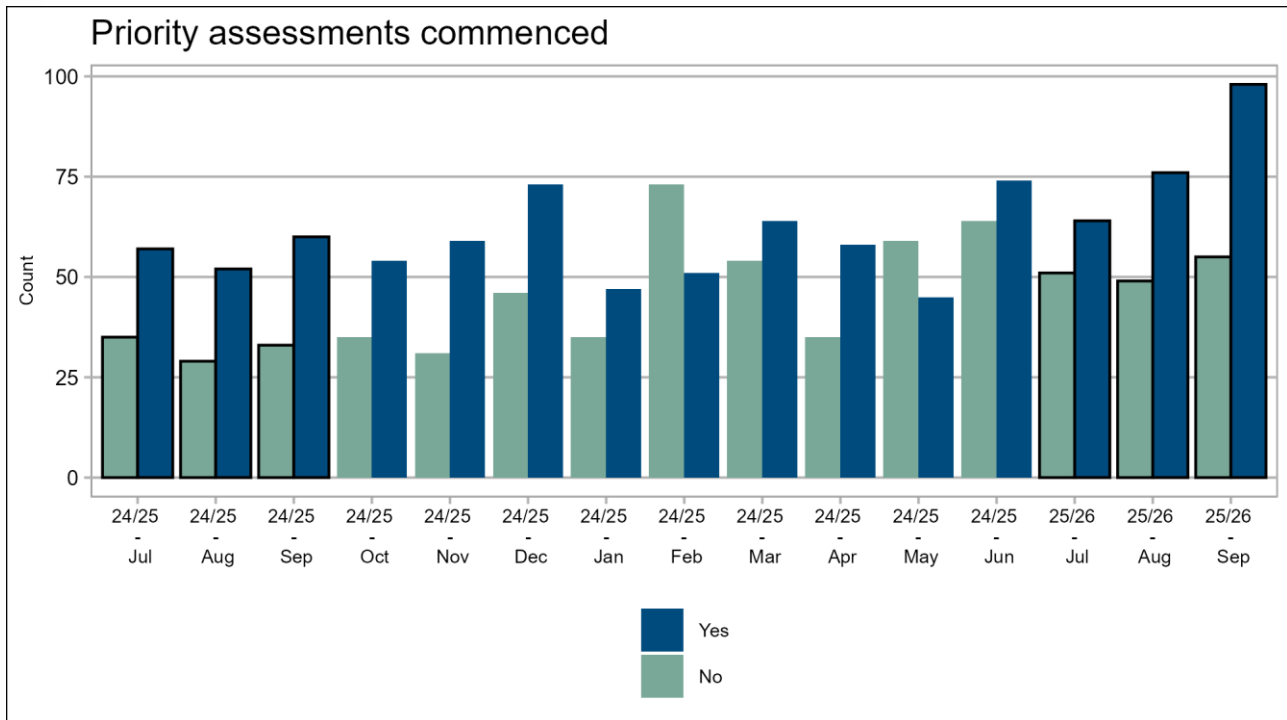
Assessment

Assessments started and completed



Assessments this quarter	Jul	Aug	Sep	Q1 total
Assessments started	115	125	153	393
Assessments completed	132	114	119	365

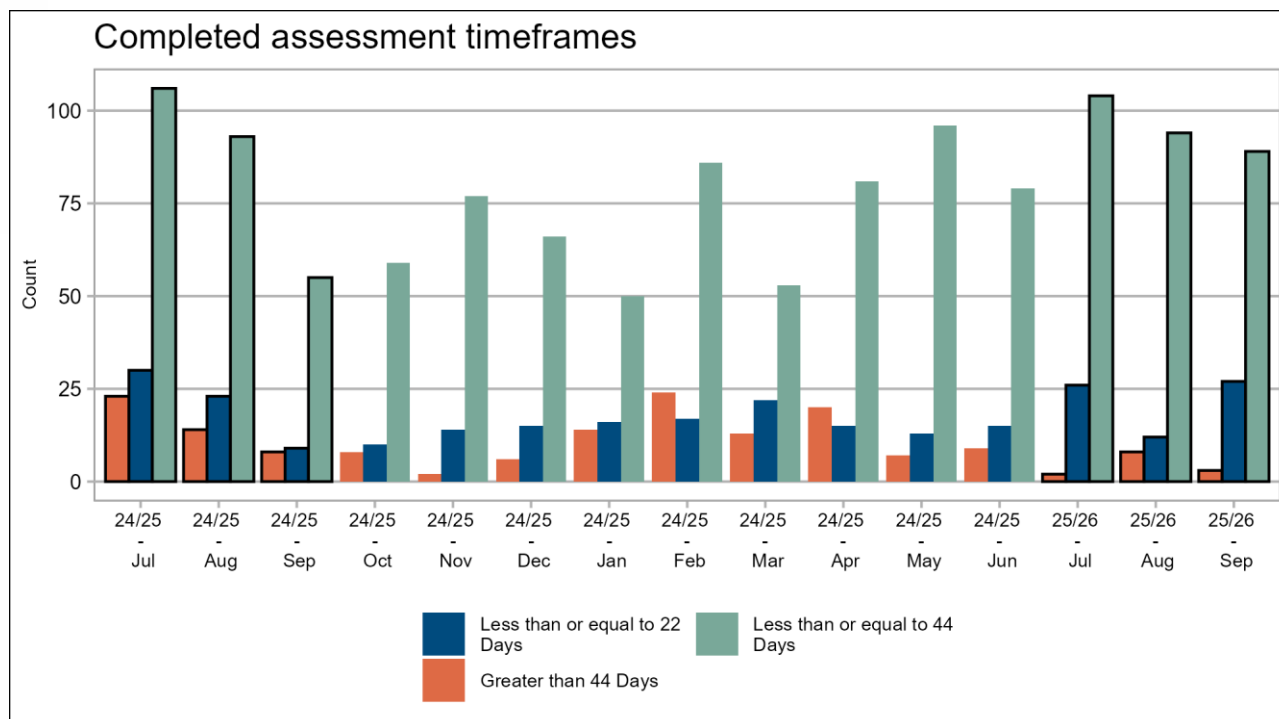
Assessments started by prioritisation



Assessment timeframes	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Priority assessment*	64	55.65	76	60.8	98	64.05	238	60.56
Non-priority assessment	51	44.35	49	39.2	55	35.95	155	39.44
Total	115	100	125	100	153	100	393	100

* A priority matter is the term used for the management of serious and high-risk complaints which can include significant conduct / performance concerns, serious clinical outcomes and systemic issues that may pose ongoing risks to patient safety. Particular complaint vulnerabilities and cultural sensitivities are also factors in determining a priority matter.

Completed assessment timeframes



Assessment timeframes*	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 days	26	19.7	12	10.53	27	22.69	65	17.81
Less than or equal to 44 days	104	78.79	94	82.46	89	74.79	287	78.63
Greater than 44 days*	2	1.52	8	7.02	3	2.52	13	3.56
Total	132	100	114	100	119	100	365	100

* Assessments can be completed within 44 business days when granted an extension as a result of legislated requirements being met.

Assessment decisions

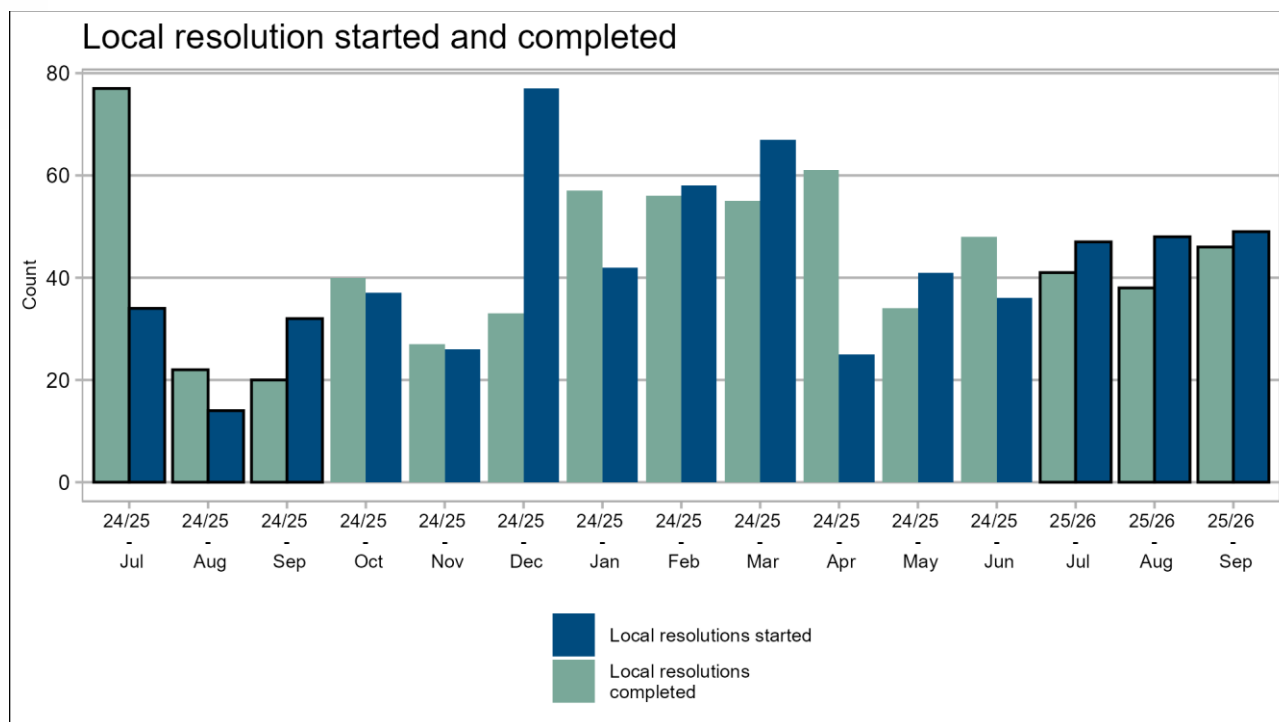
Type of relevant action*	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Investigation	19	13.57	13	11.5	20	16.53	52	13.9
Conciliation	7	5	10	8.85	5	4.13	22	5.88
Local resolution	0	0	0	0	0	0	0	0
Director of Proceedings	0	0	0	0	0	0	0	0
Referred to AHPRA AND another entity	5	3.57	3	2.65	1	0.83	9	2.41
Referred to AHPRA and the national boards	17	12.14	15	13.27	13	10.74	45	12.03
Referred to another entity	16	11.43	22	19.47	23	19.01	61	16.31
Referral entity undetermined at time of reporting**	0	0	0	0	0	0	0	0
No further action	76	54.29	50	44.25	59	48.76	185	49.47
Total	140	100	113	100	121	100	374	100

* Total assessment decisions will not equal the total number of assessments in previous tables, as a single assessment can result in multiple relevant actions.

** For assessments finished near the date of data capture, an outcome of Referral may have been recorded with no specific referral entity listed.

Local resolution

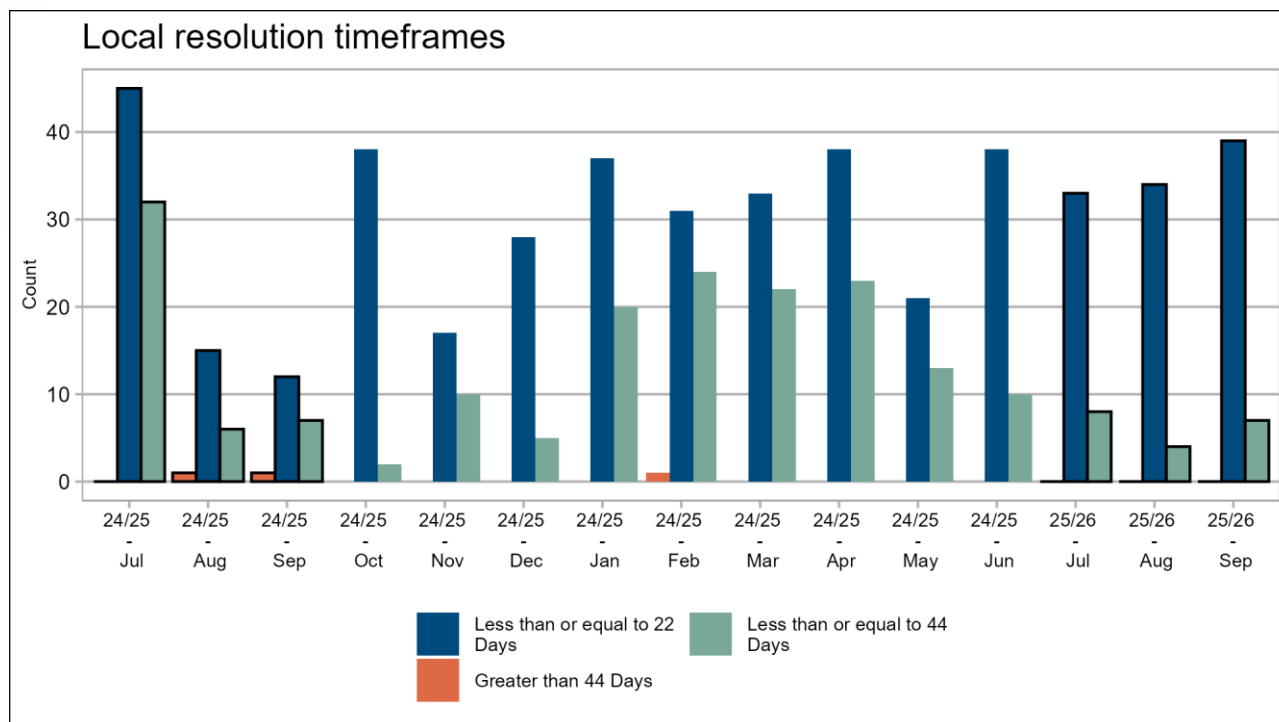
Local resolutions started and completed



Local resolutions this quarter*	Jul	Aug	Sep	Q1 total
Local resolutions started	47	48	49	144
Local resolutions completed	41	38	46	125

* The number of local resolutions started in the quarter may not directly match the number of assessment decisions to undertake local resolution, due to the time between a decision being made and an action taken crossing over different reporting periods.

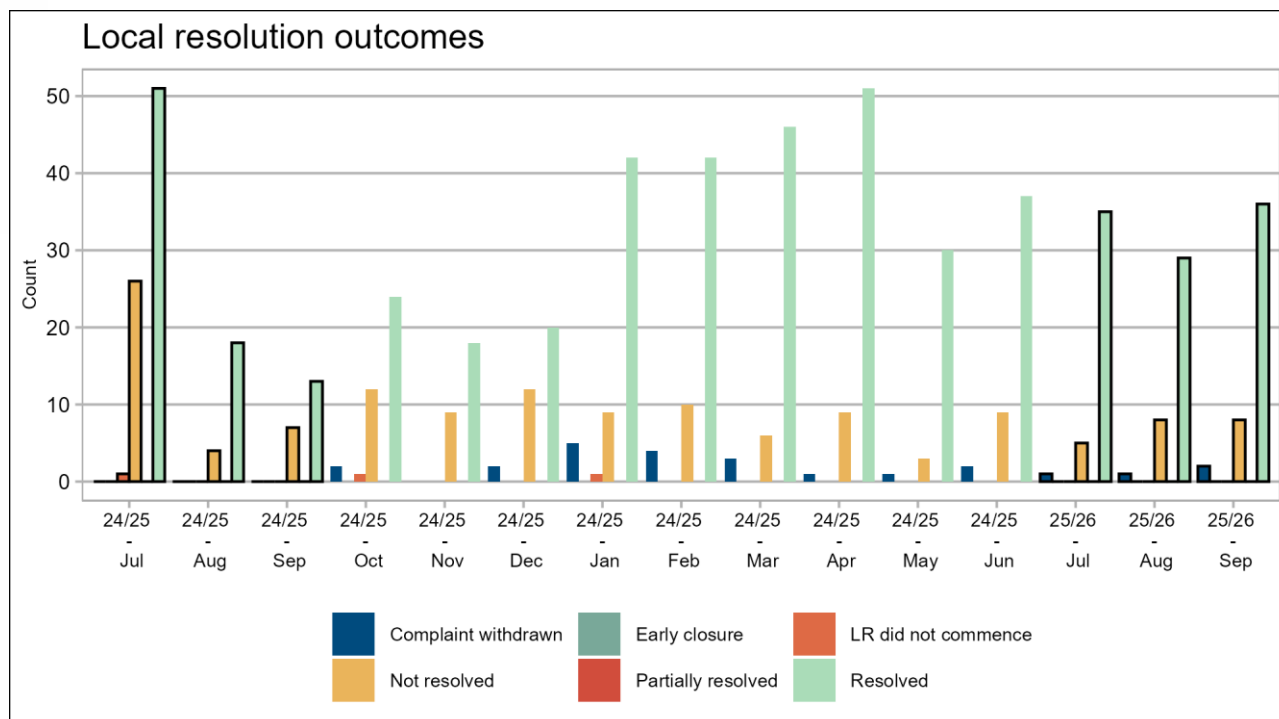
Completed local resolution timeframes



Local resolution timeframe	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 days	33	80.49	34	89.47	39	84.78	106	84.8
Less than or equal to 44 days	8	19.51	4	10.53	7	15.22	19	15.2
Greater than 44 days	0	0	0	0	0	0	0	0
Total	41	100	38	100	46	100	125	100

Local Resolutions can be completed within 44 business when granted an extension as a result of legislated requirements being met.

Local resolution outcomes



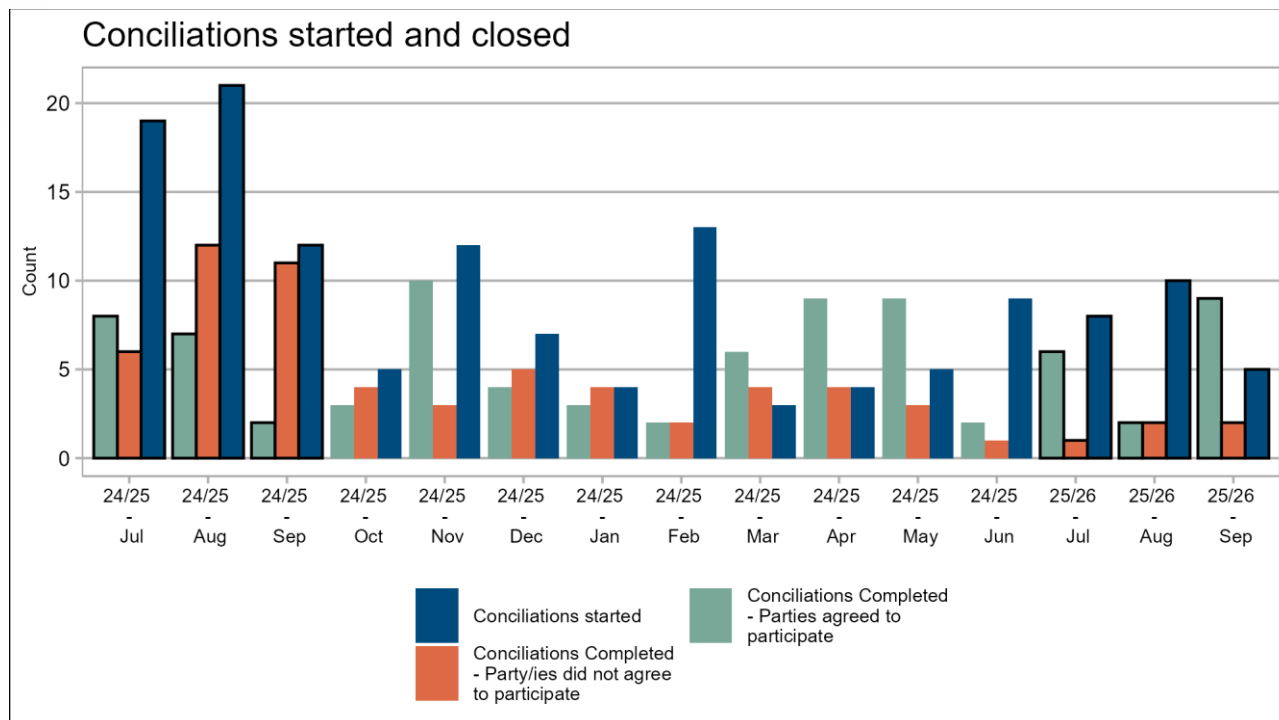
Local resolution outcomes	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Complaint withdrawn*	1	2.44	1	2.63	2	4.35	4	3.2
Early closure	0	0	0	0	0	0	0	0
Local resolution did not commence**	0	0	0	0	0	0	0	0
Not resolved	5	12.2	8	21.05	8	17.39	21	16.8
Partially resolved	0	0	0	0	0	0	0	0
Resolved	35	85.37	29	76.32	36	78.26	100	80
Total	41	100	38	100	46	100	125	100

* Complainants can choose to withdraw their complaint at any stage during local resolution.

** A local resolution may not commence where the complaint is resolved directly with the health care provider prior to the commencement of the process.

Conciliation

Conciliations started and closed

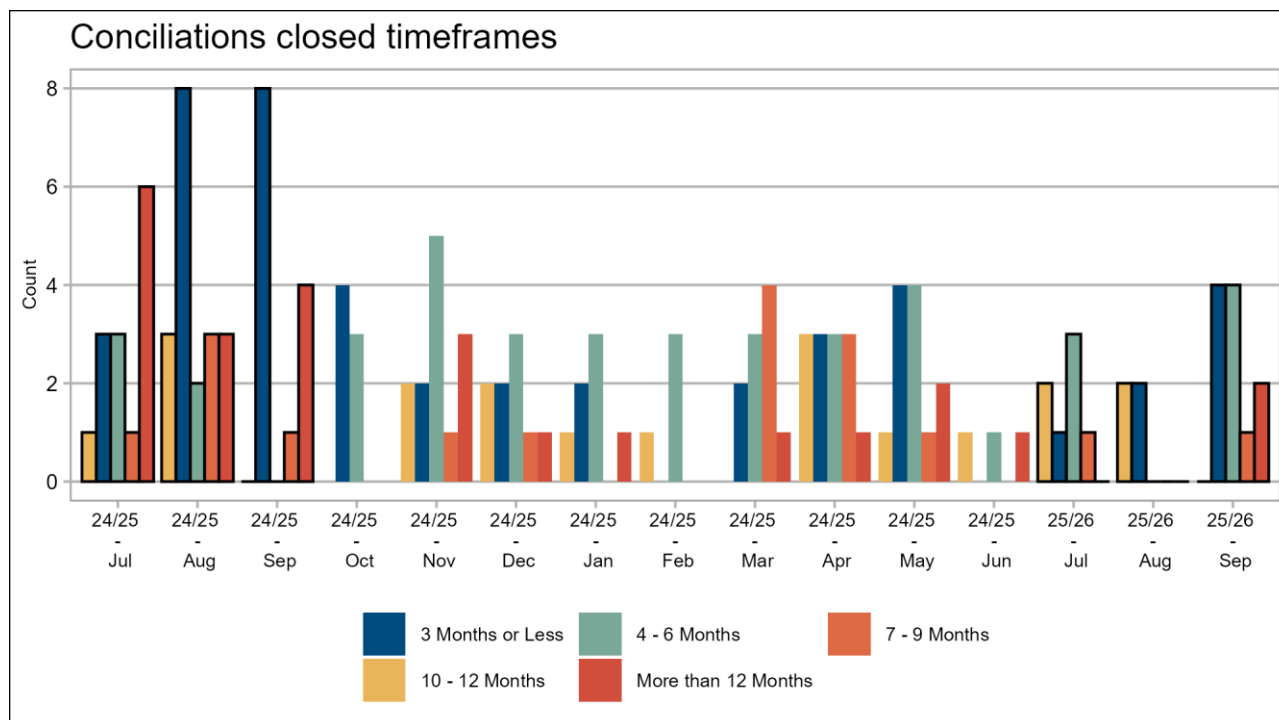


Conciliations this quarter	Jul	Aug	Sep	Q1 total
Conciliations started*	8	10	5	23
Conciliations Completed - Parties agreed to participate	6	2	9	17
Conciliations Completed - Party/ies did not agree to participate	1	2	2	5

* 'Conciliations started' includes all matters—including matters where agreement to participate has or has not been reached or the decision is pending—that entered the conciliation workflow during the reporting period. Similarly, 'Conciliations closed' are all matters that were closed during the reporting period, whether due to parties not agreeing to participate or the matter being closed after completing the conciliation process. Closed conciliations differ from completed conciliations below, as completed conciliations only include matters where both parties initially agreed to participate in the conciliation process.

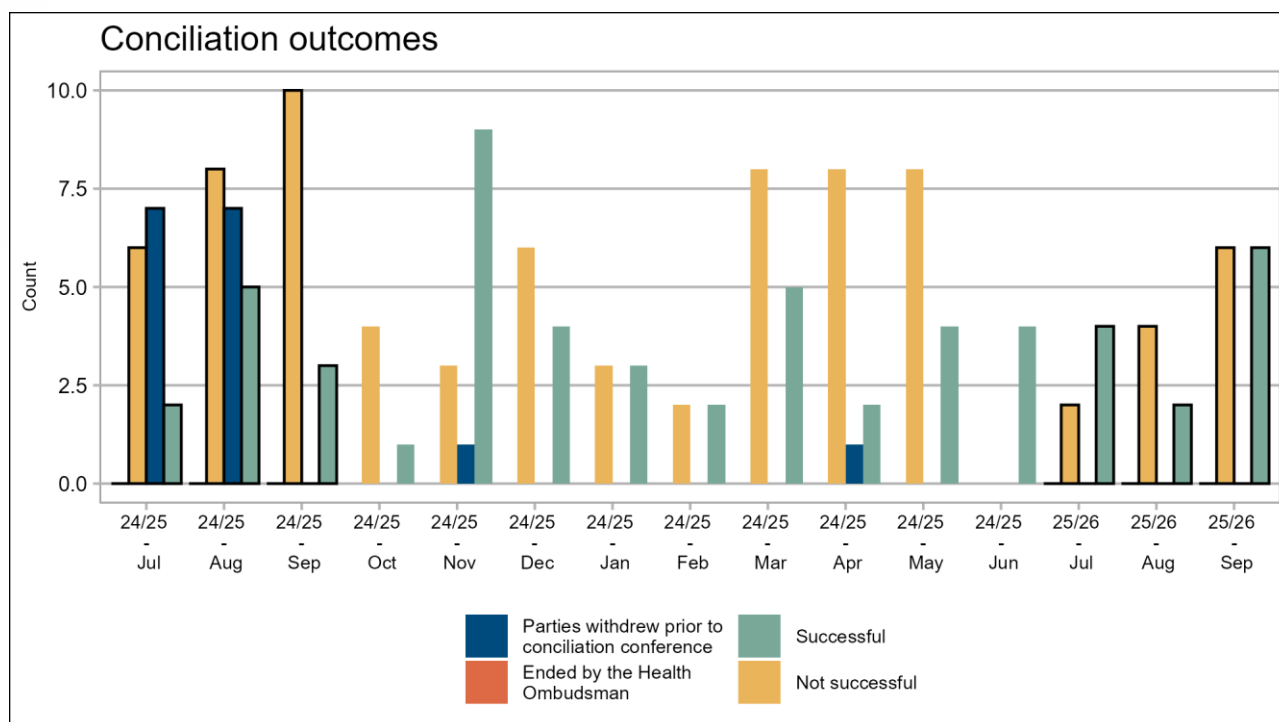
Completed conciliations

Timeframes



Conciliations Closed	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
3 months or Less	1	14.29	2	50	4	36.36	7	31.82
4 - 6 months	3	42.86	0	0	4	36.36	7	31.82
7 - 9 months	1	14.29	0	0	1	9.09	2	9.09
10 - 12 months	2	28.57	2	50	0	0	4	18.18
12 months or More	0	0	0	0	2	18.18	2	9.09
Total	7	100	4	100	11	100	22	100

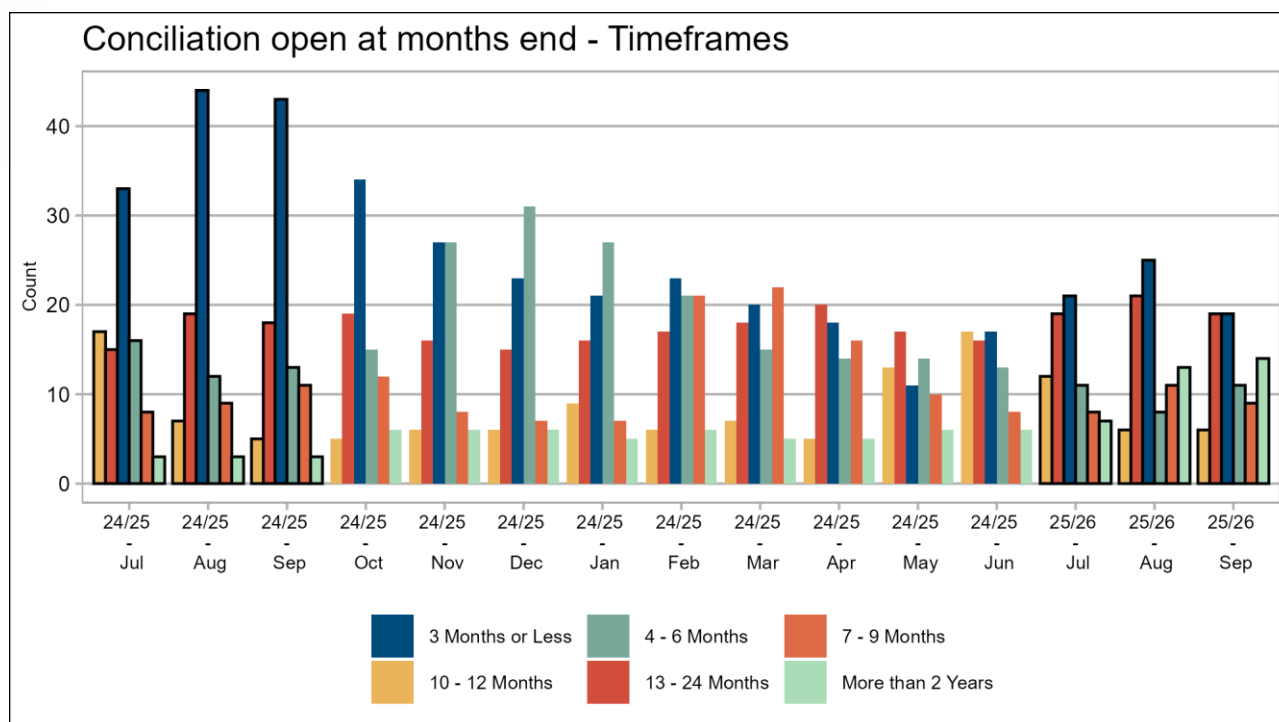
Outcomes



Conciliation outcomes	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Parties withdrew prior to conciliation conference	0	0	0	0	0	0	0	0
Successful	4	66.67	2	33.33	6	50	12	50
Ended by the Health Ombudsman	0	0	0	0	0	0	0	0
Not successful	2	33.33	4	66.67	6	50	12	50
Total	6	100	6	100	12	100	24	100

The data above relates to matters where parties initially agreed to participate in conciliation. After agreeing, the conciliation process was completed with the matter either being successful or not successful—or in some instances, the Health Ombudsman may end a conciliation or parties involved may withdraw from the process prior to conciliation occurring.

Open conciliation timeframes



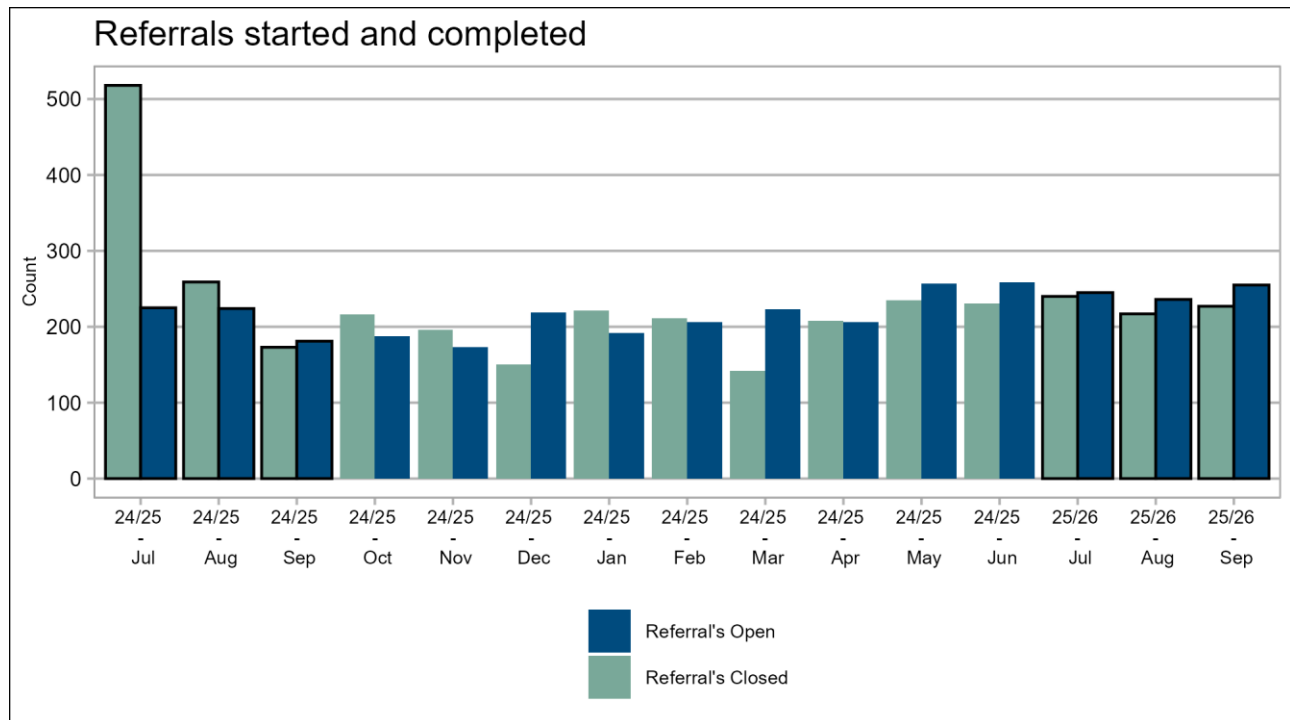
Open at month's end timeframes	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
3 months or less	21	26.92	25	29.76	19	24.36
4 - 6 months	11	14.1	8	9.52	11	14.1
7 - 9 months	8	10.26	11	13.1	9	11.54
10 - 12 months	12	15.38	6	7.14	6	7.69
13 - 24 Months	19	24.36	21	25	19	24.36
More than 2 Years	7	8.97	13	15.48	14	17.95
Total	78	99.99	84	100	78	100

To allow for continued transparency in the timeliness of conciliation processes, open conciliation timeframes include the time in which a matter was on hold whilst another process was finalised.

Complaint management (Referrals)

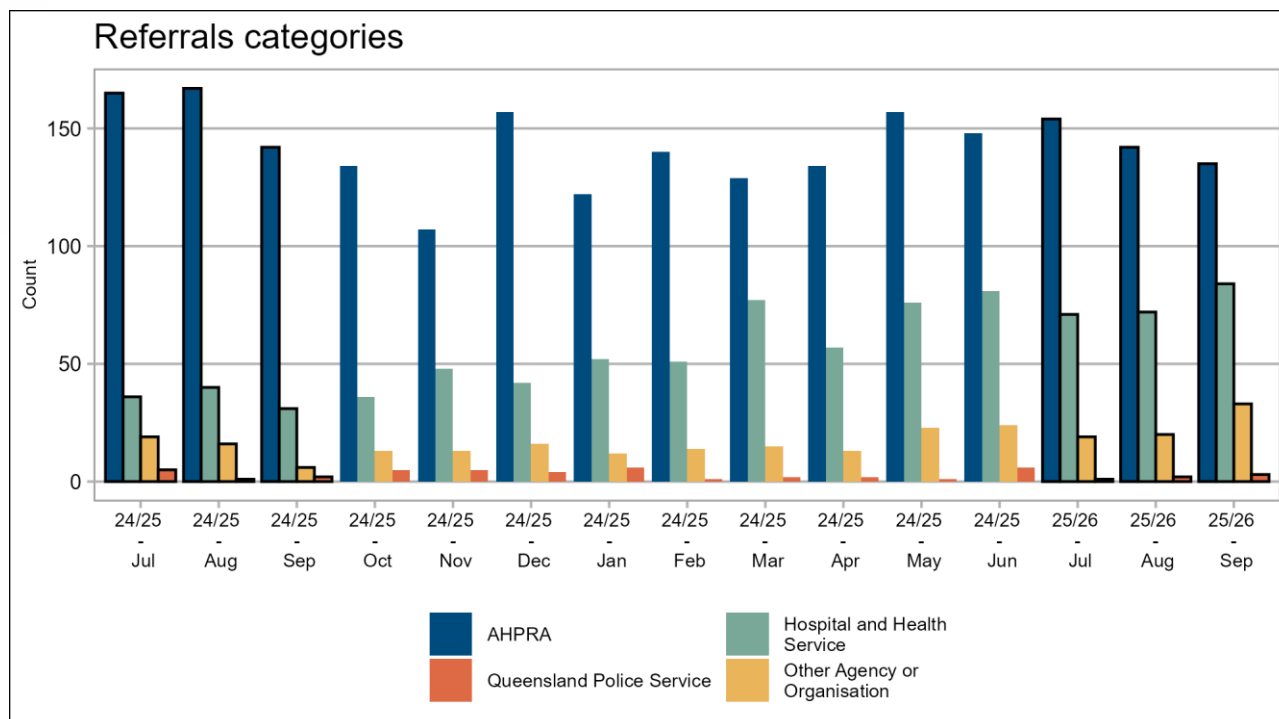
As OHO is the single point of entry for health service complaints in Queensland effective referral coordination and monitoring is critical. Under the Act, referrals to Ahpra are conducted under s91 either following joint consideration or at other points throughout the regulatory / complaints process. We also make referrals to other entities (State and Commonwealth) conducted under s92. These matters are monitored and the s93 responses from the entities are analysed by the OHO from a safety and quality oversight perspective.

Referrals open & closed



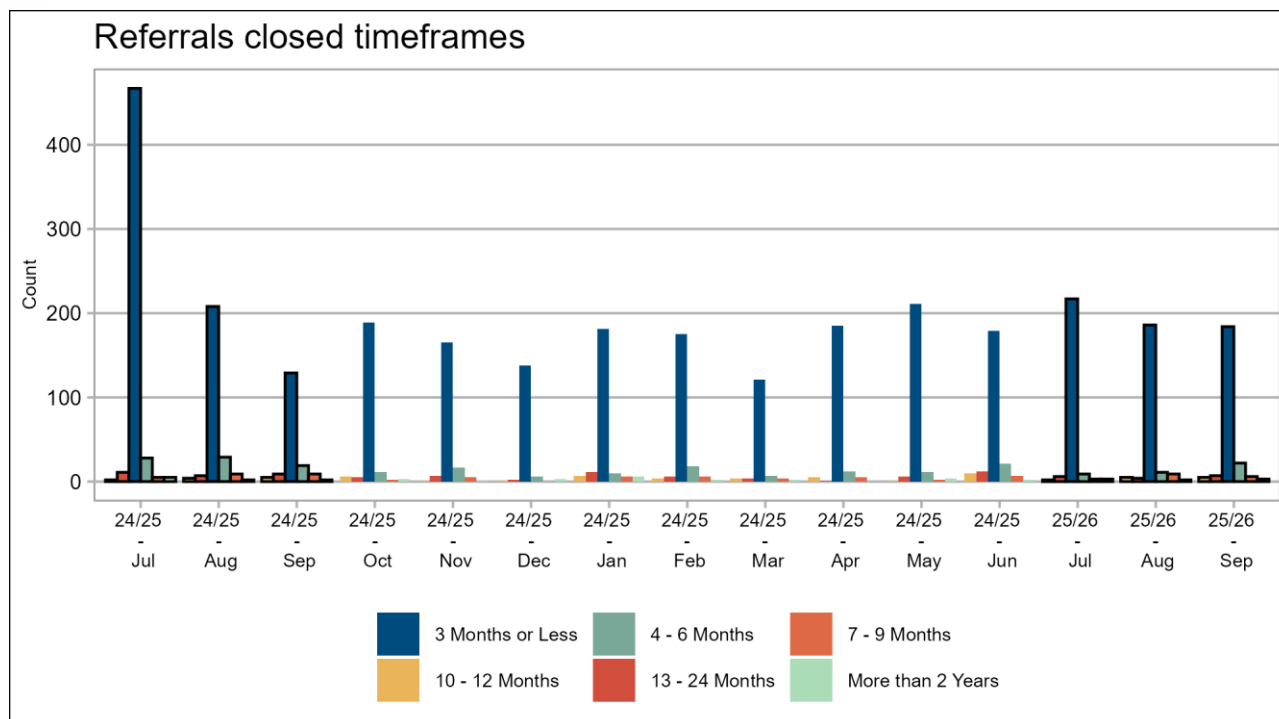
Referrals	Jul	Aug	Sep	Q1 total
Referrals open	245	236	255	736
Referrals closed	240	217	227	684

Referrals categories



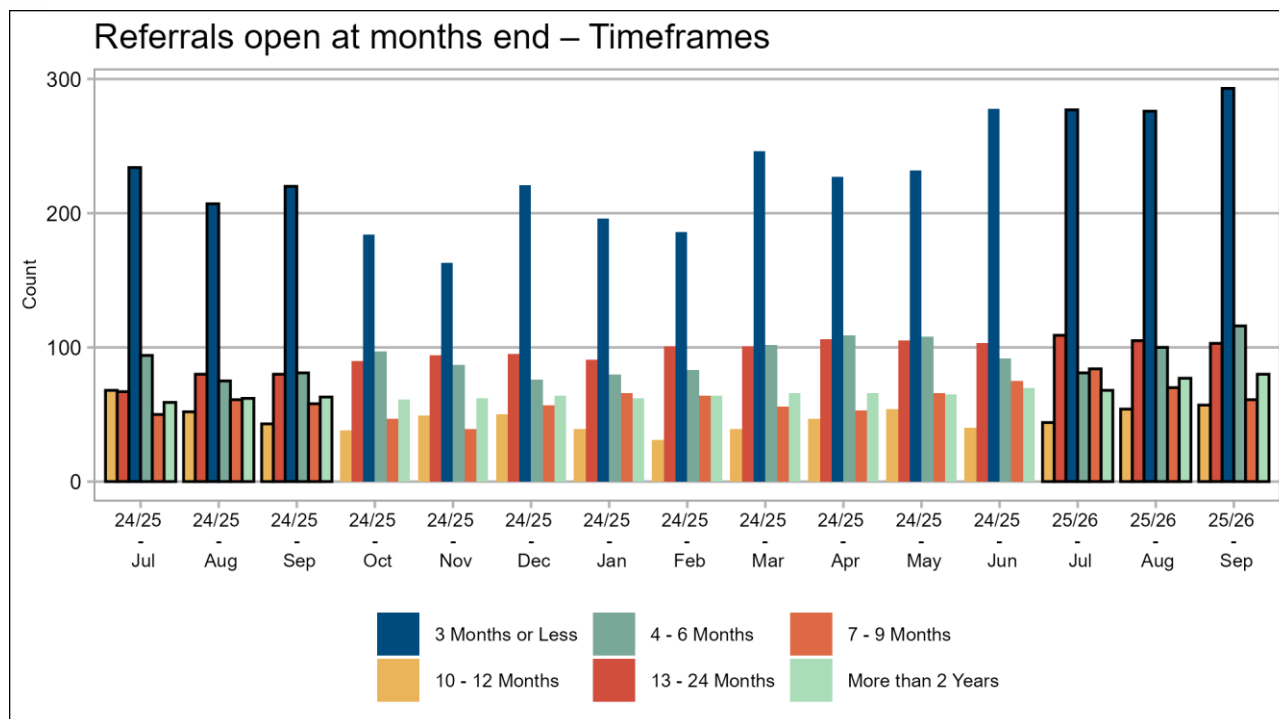
Referrals categories	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Ahpra	154	62.86	142	60.17	135	52.94	431	58.56
Hospital and Health Service	71	28.98	72	30.51	84	32.94	227	30.84
Queensland Police Service	1	0.41	2	0.85	3	1.18	6	0.82
Other agency or organisation	19	7.76	20	8.47	33	12.94	72	9.78
Total	245	100.01	236	100	255	100	736	100

Referrals closed timeframes



	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
3 months or less	217	90.42	186	85.71	184	81.06	587	85.82
4 - 6 months	9	3.75	11	5.07	22	9.69	42	6.14
7 - 9 months	3	1.25	9	4.15	6	2.64	18	2.63
10 - 12 months	2	0.83	5	2.3	5	2.2	12	1.75
13 - 24 Months	6	2.5	4	1.84	7	3.08	17	2.49
More than 2 Years	3	1.25	2	0.92	3	1.32	8	1.17
Total	240	100	217	100	227	100	684	100

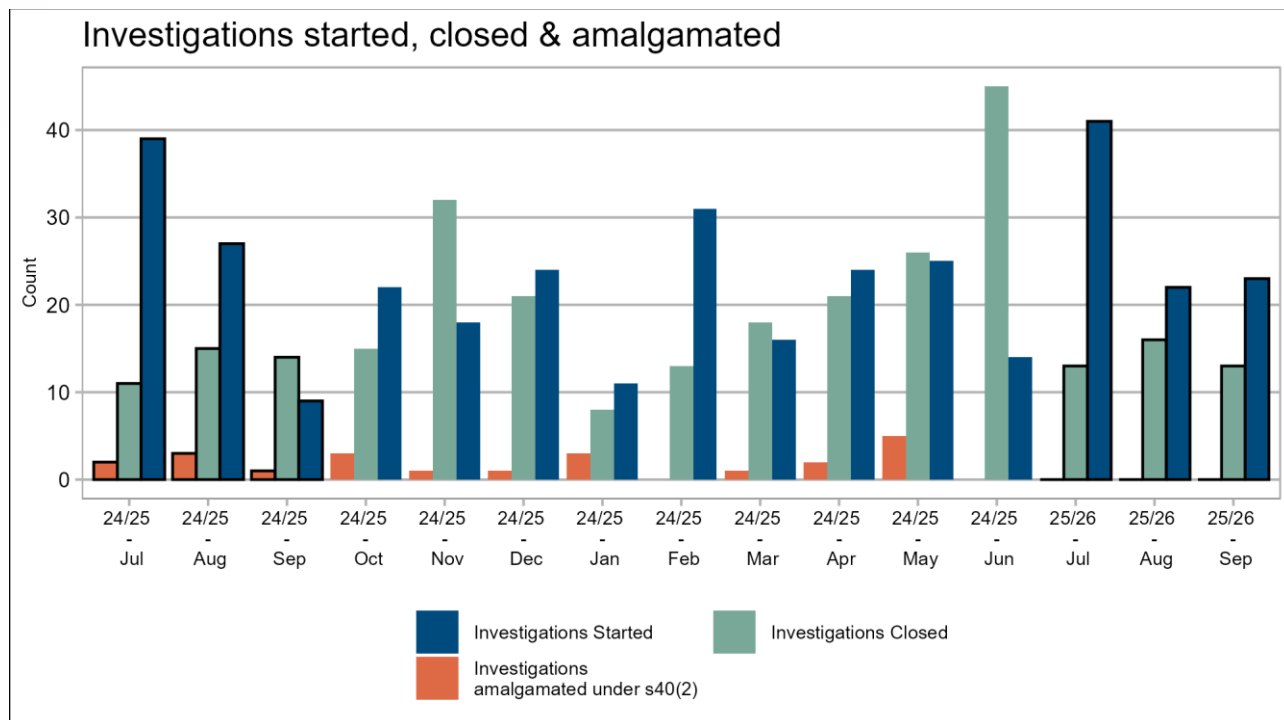
Referrals open timeframes



Open at month's end timeframes	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
3 Months or less	277	41.78	276	40.47	293	41.27
4 - 6 months	81	12.22	100	14.66	116	16.34
7 - 9 months	84	12.67	70	10.26	61	8.59
10 - 12 months	44	6.64	54	7.92	57	8.03
13 - 24 Months	109	16.44	105	15.4	103	14.51
More than 2 Years	68	10.26	77	11.29	80	11.27
Total	663	100	682	100	710	100

Investigation

Investigations started, closed & amalgamated

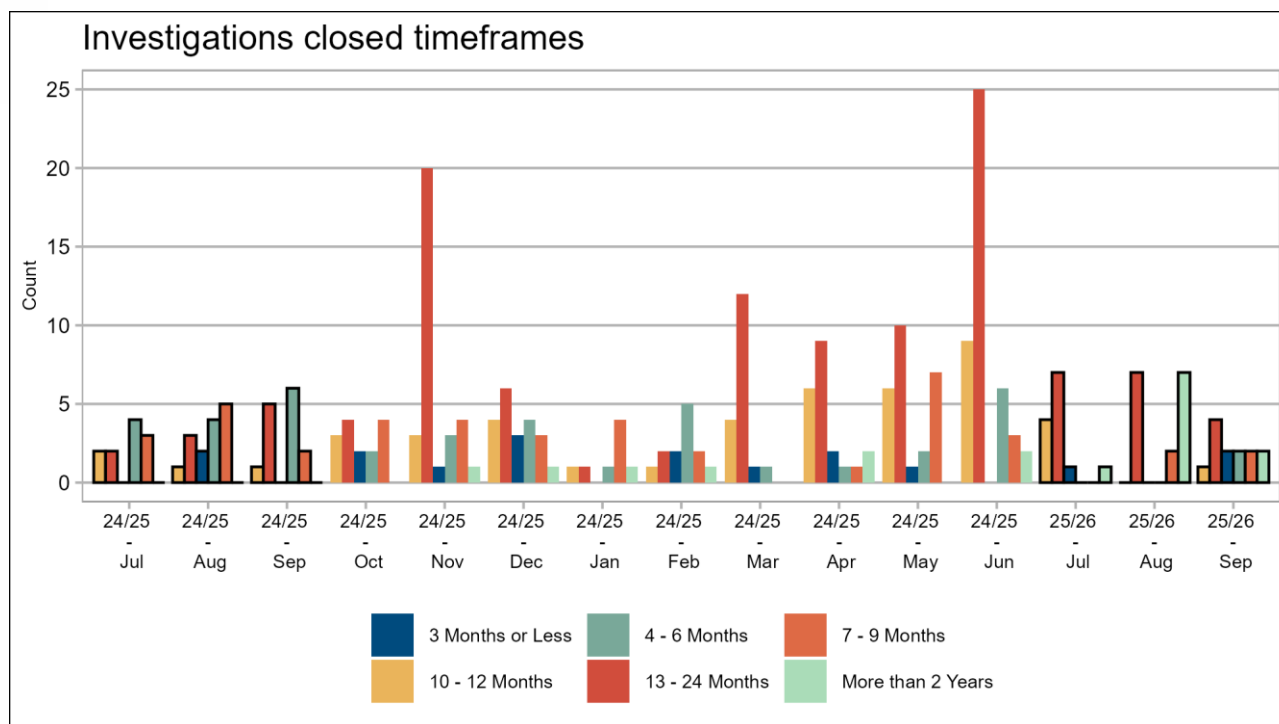


Investigations this quarter	Jul	Aug	Sep	Q1 total
Investigations started*	41	22	23	86
Investigations closed	13	16	13	42
Investigations amalgamated under s40(2)	0	0	0	0

* The number of investigations started in the quarter may be higher than the number referred to investigations due to the number of matters brought to the Health Ombudsman's attention by means other than through a health service complaint or notification.

Closed investigations

Timeframes

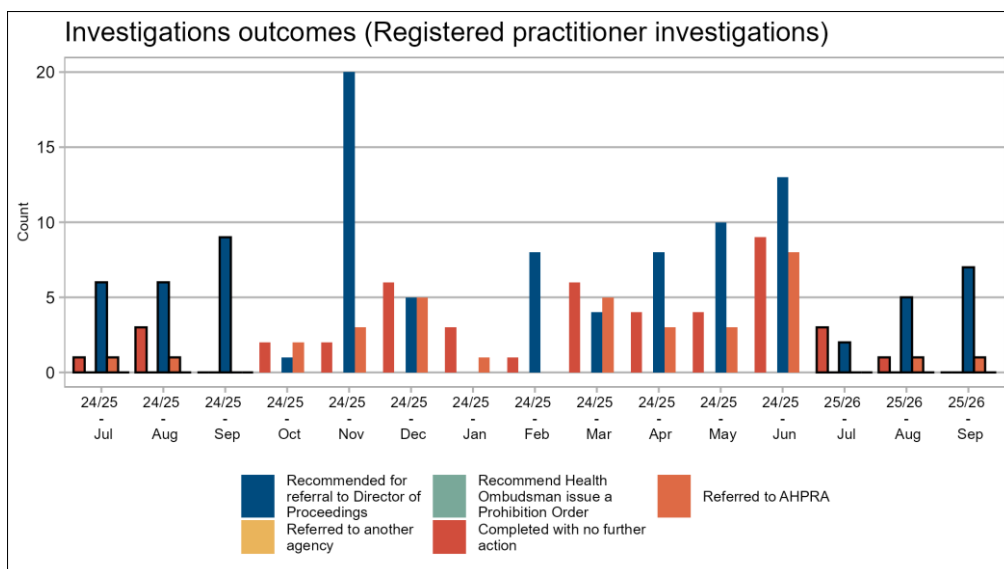


Closed investigation timeframes	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
3 months or less	1	7.69	0	0	2	15.38	3	7.14
4 - 6 months	0	0	0	0	2	15.38	2	4.76
7 - 9 months	0	0	2	12.5	2	15.38	4	9.52
10 - 12 months	4	30.77	0	0	1	7.69	5	11.9
13 - 24 months	7	53.85	7	43.75	4	30.77	18	42.86
More than 2 years	1	7.69	7	43.75	2	15.38	10	23.81
Total	13	100	16	100	13	100	42	100

Outcomes

As there can be different outcomes of investigations for registered practitioners, unregistered practitioners and for health service and systemic investigations, these outcomes are reported separately below to provide a more accurate representation of the outcomes compared to previous quarterly performance reports. This breakdown of outcomes was introduced in the 2024-25 Annual report.

Outcomes– Registered practitioner investigations



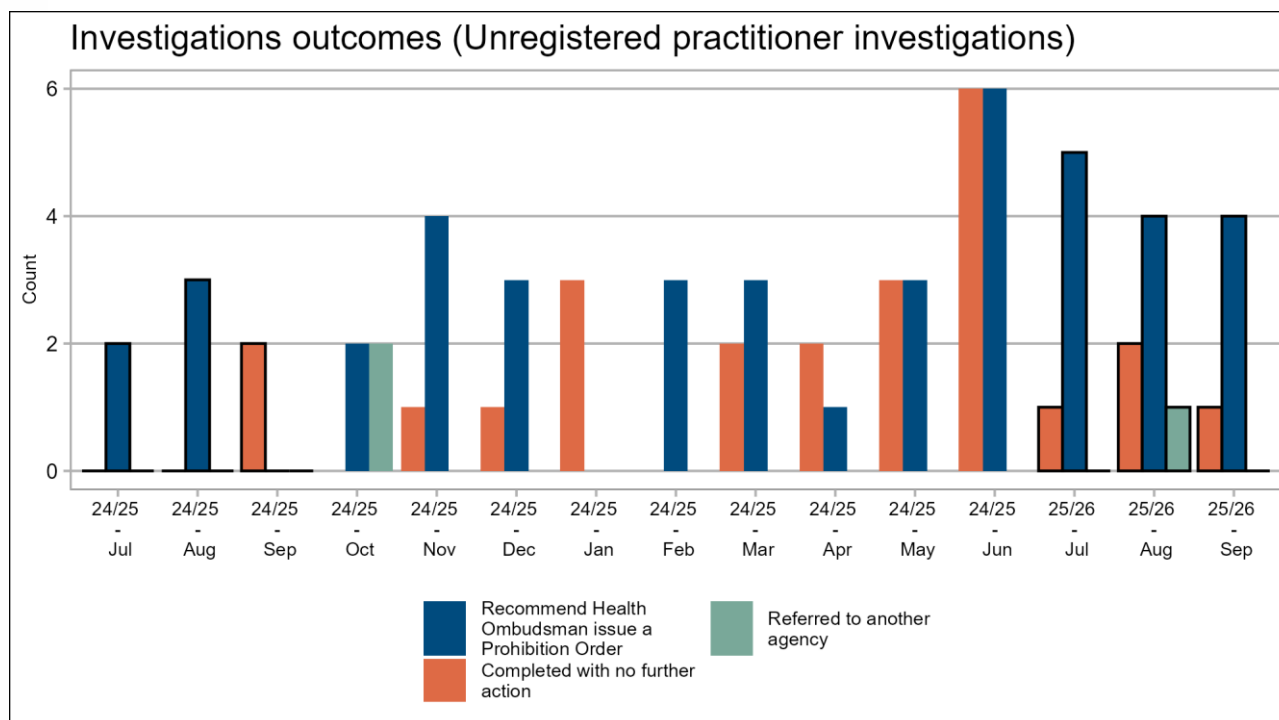
Outcomes – Registered practitioner investigations*	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings**	2	40	5	71.43	7	87.5	14	70
Recommend Health Ombudsman issue a Prohibition Order***	0	0	0	0	0	0	0	0
Referred to AHPRA	0	0	1	14.29	1	12.5	2	10
Referred to another agency	0	0	0	0	0	0	0	0
Completed with no further action	3	60	1	14.29	0	0	4	20
Total	5	100	7	100	8	100	20	100

* A single investigation may result in multiple outcomes, and as such the total number of outcomes in this table may not match the number of closed investigations detailed on previous pages.

** Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate.

***Prohibition orders may be an outcome of an investigation into a registered practitioner if the investigation also finds that there are serious risks in the practitioner's work as an unregistered health practitioner.

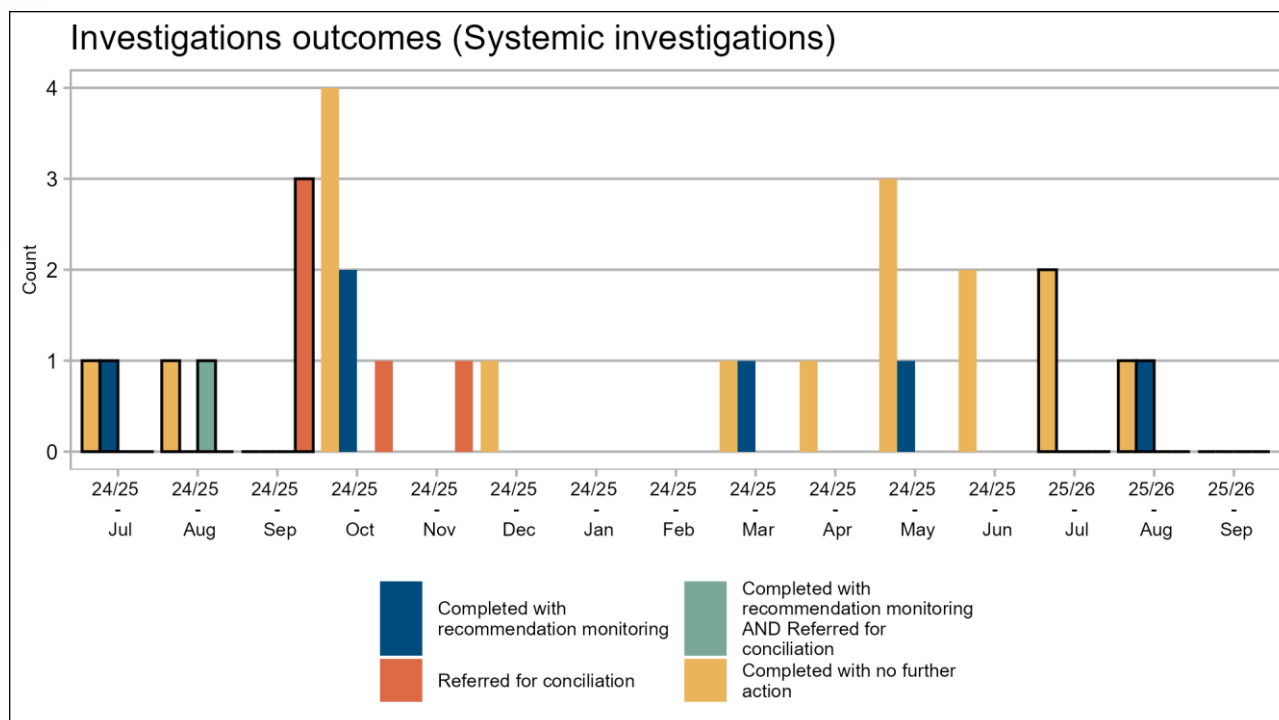
Outcomes – Unregistered practitioner investigations



Outcomes – Unregistered practitioner investigations*	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Recommend Health Ombudsman issue a Prohibition Order	5	83.33	4	57.14	4	80	13	72.22
Referred to another agency	0	0	1	14.29	0	0	1	5.56
Completed with no further action	1	16.67	2	28.57	1	20	4	22.22
Total	6	100	7	100	5	100	18	100

* A single investigation may result in multiple outcomes, and as such the total number of outcomes in this table may not match the number of closed investigations detailed on previous pages.

Outcomes – Systemic Investigations



Outcomes – Systemic investigations*	Jul		Aug		Sep		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Completed with recommendation monitoring	0	0	1	50	0	0	1	25
Completed with recommendation monitoring AND Referred for conciliation	0	0	0	0	0	0	0	0
Referred for conciliation	0	0	0	0	0	0	0	0
Completed with no further action	2	100	1	50	0	0	3	75
Total	2	100	2	100	0	0	4	100

* A single investigation may result in multiple outcomes, and as such the total number of outcomes in this table may not match the number of closed investigations detailed on previous pages.

Outcomes – All Investigation Types

Outcomes*	Jul		Aug		Sep		Q1 total	
Outcomes – Registered practitioner investigations								
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings**	2	40	5	71.43	7	87.5	14	70
Recommend Health Ombudsman issue a Prohibition Order***	0	0	0	0	0	0	0	0
Referred to AHPRA	0	0	1	14.29	1	12.5	2	10
Referred to another agency	0	0	0	0	0	0	0	0
Completed with no further action	3	60	1	14.29	0	0	4	20
Total	5	100	7	100	8	100	20	100
Outcomes – Unregistered practitioner investigations								
Recommend Health Ombudsman issue a Prohibition Order	5	83.33	4	57.14	4	80	13	72.22
Referred to another agency	0	0	1	14.29	0	0	1	5.56
Completed with no further action	1	16.67	2	28.57	1	20	4	22.22
Total	6	100	7	100	5	100	18	100
Outcomes – Systemic investigations								
Completed with recommendation monitoring	0	0	1	50	0	0	1	25
Completed with recommendation monitoring AND Referred for conciliation	0	0	0	0	0	0	0	0
Referred for conciliation	0	0	0	0	0	0	0	0
Completed with no further action	2	100	1	50	0	0	3	75
Total	2	100	2	100	0	0	4	100
Grand Total	13	100	16	100	13	100	42	100

* A single investigation may result in multiple outcomes, and as such the total number of outcomes in this table may not match the number of closed investigations detailed on previous pages.

** Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate.

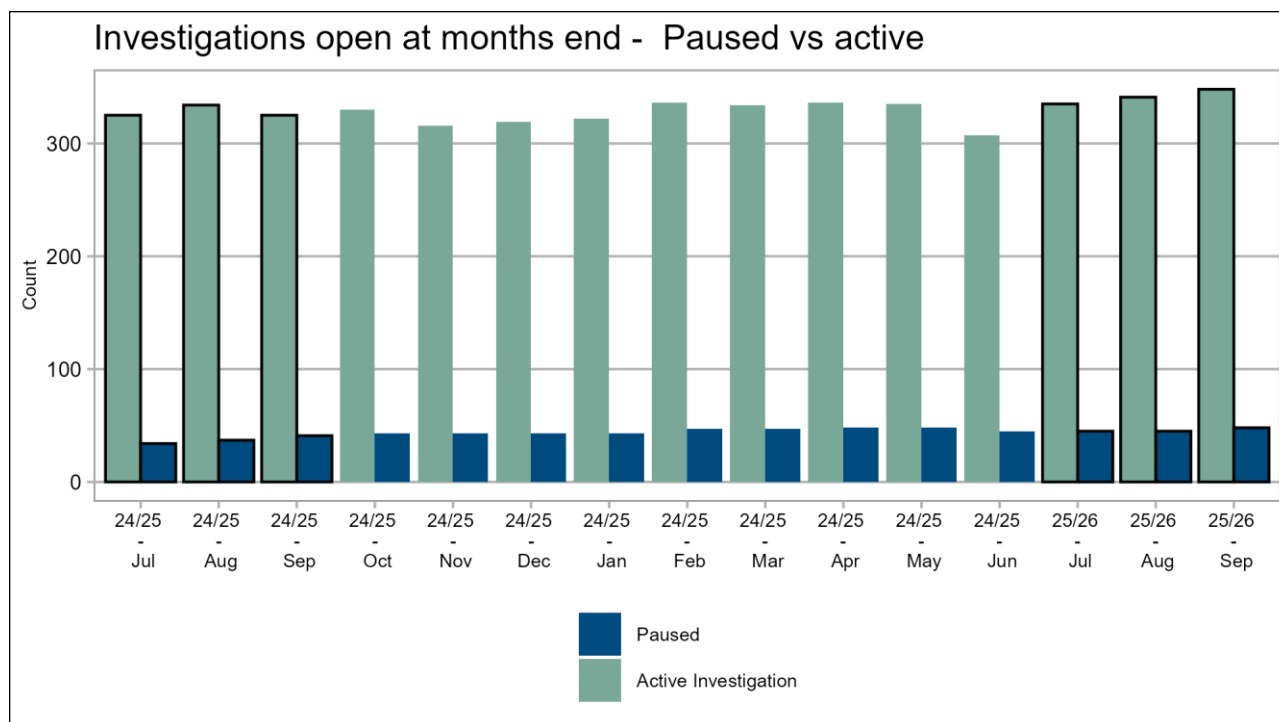
***Prohibition orders may be an outcome of an investigation into a registered practitioner if the investigation also finds that there are serious risks in the practitioner's work as an unregistered health practitioner.

Open investigations

Open investigations consist of two categories—active investigations and paused investigations.

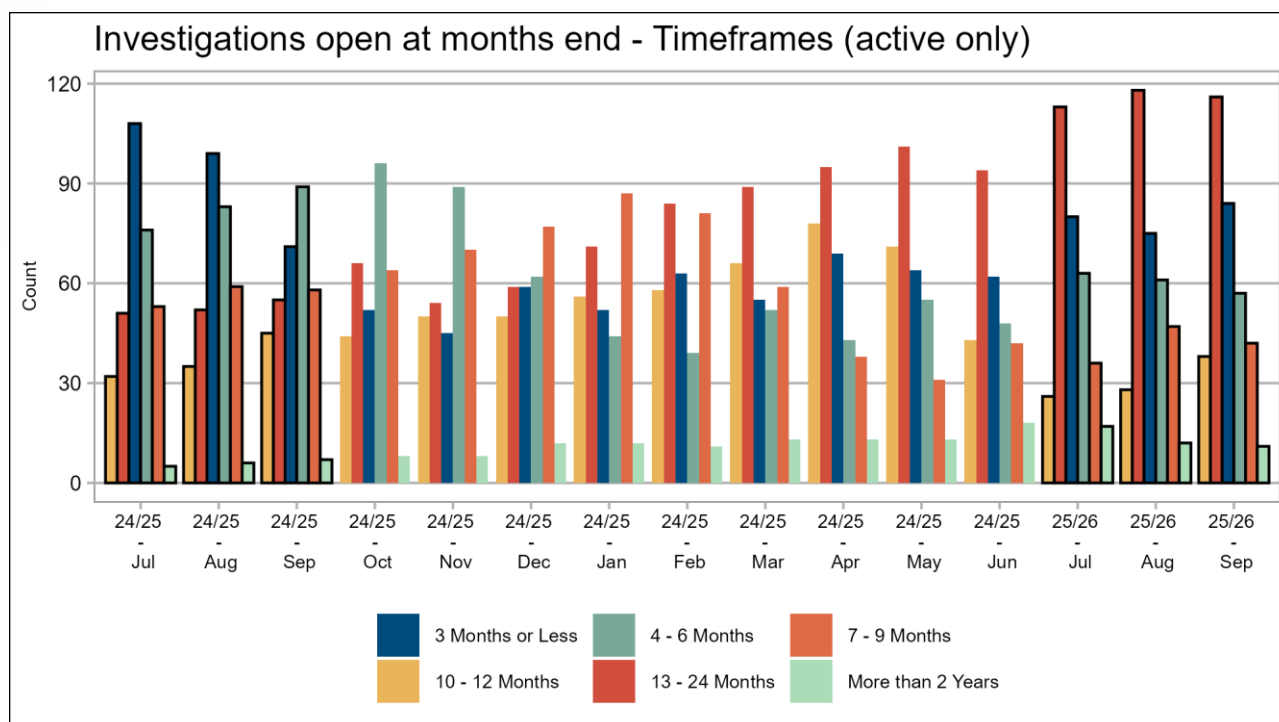
Active investigations are being currently investigated, while paused investigations are not able to be investigated until such time as another agency—such as the Queensland Police Service or the Coroner’s Court of Queensland—concludes their own processes. Despite being unable to progress paused investigations, they are still considered to be open investigations.

Active & paused investigations



	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
Paused	45	11.84	45	11.66	48	12.12
Active	335	88.16	341	88.34	348	87.88
Total	380	100	386	100	396	100

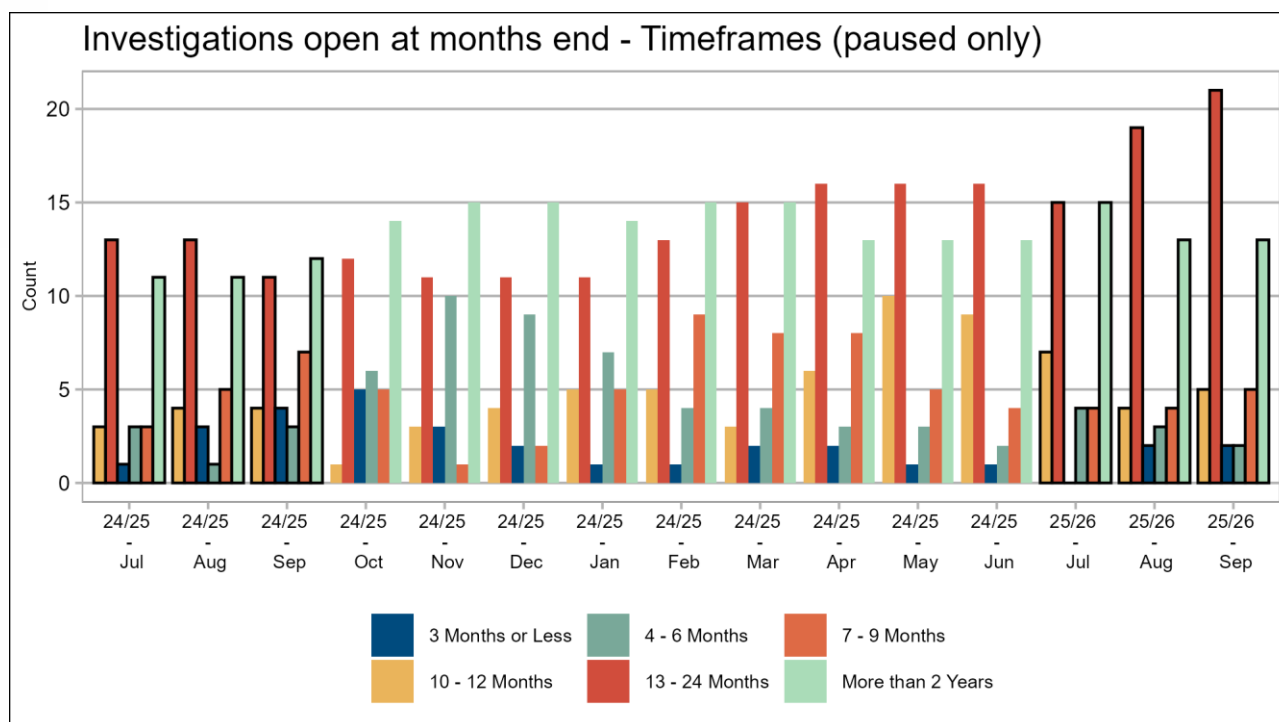
Active investigation timeframes



	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
3 months or less	80	23.88	75	21.99	84	24.14
4 - 6 months	63	18.81	61	17.89	57	16.38
7 - 9 months	36	10.75	47	13.78	42	12.07
10 - 12 months	26	7.76	28	8.21	38	10.92
13 - 24 months	113	33.73	118	34.6	116	33.33
More than 2 years	17	5.07	12	3.52	11	3.16
Total	335	100	341	100	348	100

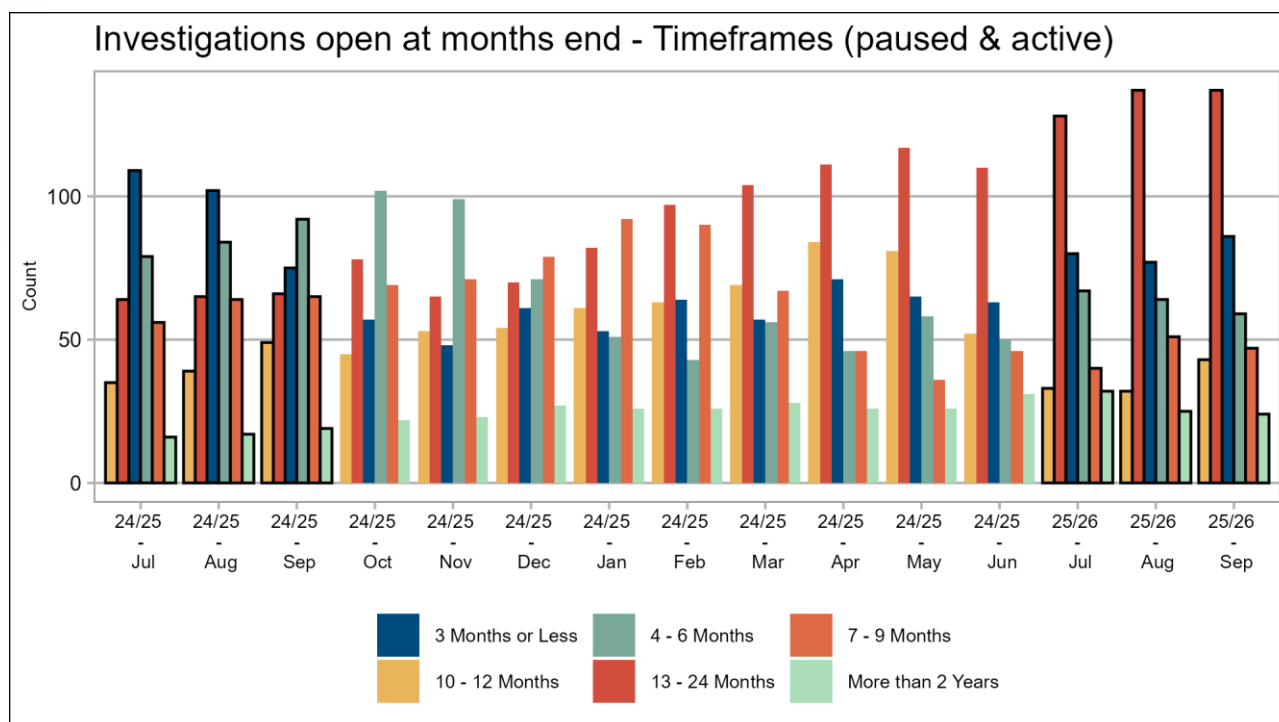
All investigations that have been open for 12 months or more are published on our investigations register, available on our website (www.oho.qld.gov.au/investigations/investigations-register).

Paused investigation timeframes



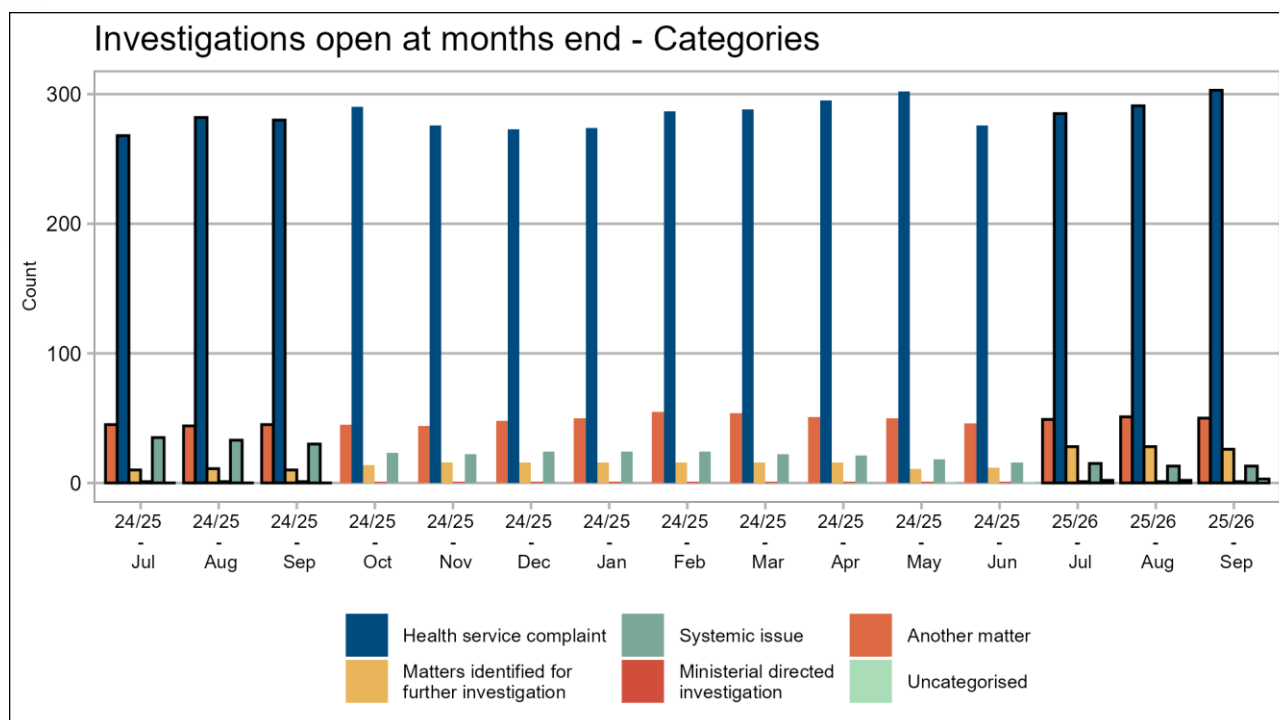
	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
3 months or less	0	0	2	4.44	2	4.17
4 - 6 months	4	8.89	3	6.67	2	4.17
7 - 9 months	4	8.89	4	8.89	5	10.42
10 - 12 months	7	15.56	4	8.89	5	10.42
13 - 24 months	15	33.33	19	42.22	21	43.75
More than 2 years	15	33.33	13	28.89	13	27.08
Total	45	100	45	100	48	100

Active & paused (All) investigation timeframes



	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
3 months or less	80	21.05	77	19.95	86	21.72
4 - 6 months	67	17.63	64	16.58	59	14.9
7 - 9 months	40	10.53	51	13.21	47	11.87
10 - 12 months	33	8.68	32	8.29	43	10.86
13 - 24 months	128	33.68	137	35.49	137	34.6
More than 2 years	32	8.42	25	6.48	24	6.06
Total	380	100	386	100	396	100

Open investigation categories



	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
Health service complaint	285	75	291	75.39	303	76.52
Systemic issue*	15	3.95	13	3.37	13	3.28
Another matter**	49	12.89	51	13.21	50	12.63
Matters identified for further investigation***	28	7.37	28	7.25	26	6.57
Ministerial directed investigation	1	0.26	1	0.26	1	0.25
Uncategorised	2	0.53	2	0.52	3	0.76
Total	380	100	386	100	396	100

* Matters involving a systemic issue relating to the provision of a health service, including an issue affecting the quality of a health service.

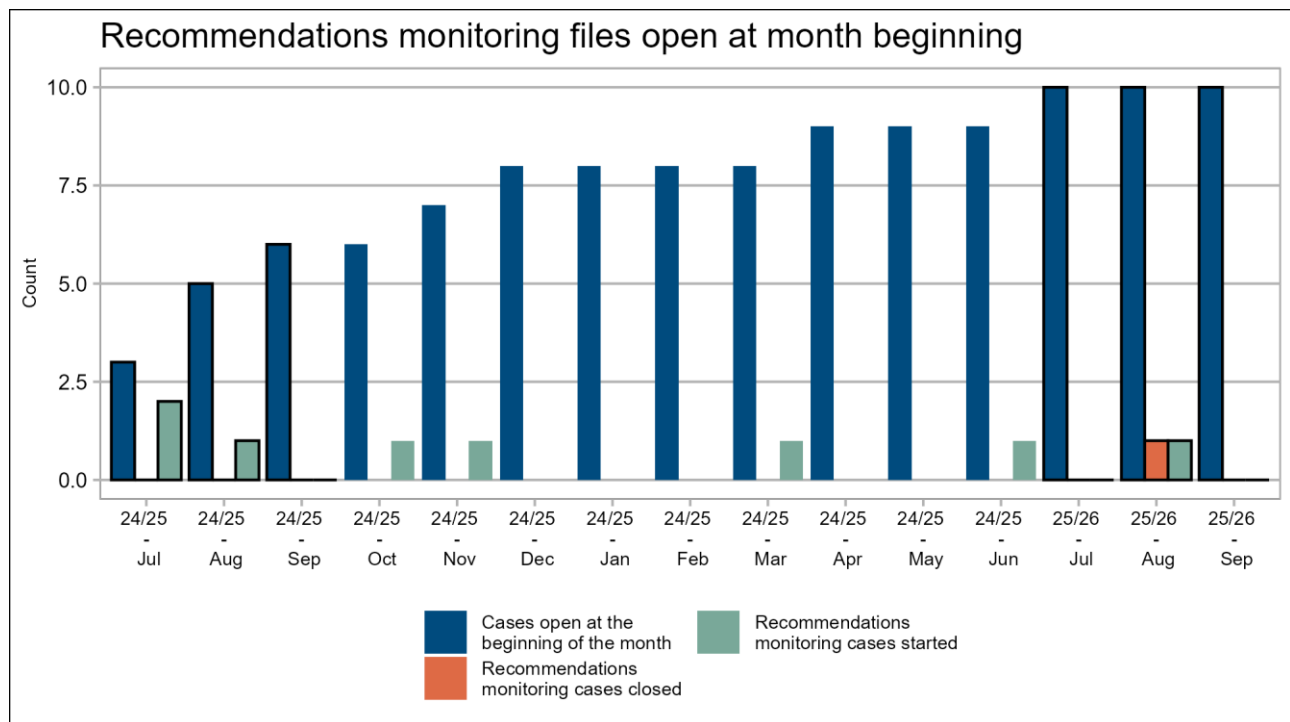
** Matters brought to the Health Ombudsman's attention by means other than through a health service complaint or notification which warrant investigation. These are commonly referred to internally as 'own motion' investigations.

*** Matters referred for further investigation by the Health Ombudsman under s105 of the Act following referral to the Director of Proceedings.

Monitoring investigation recommendations

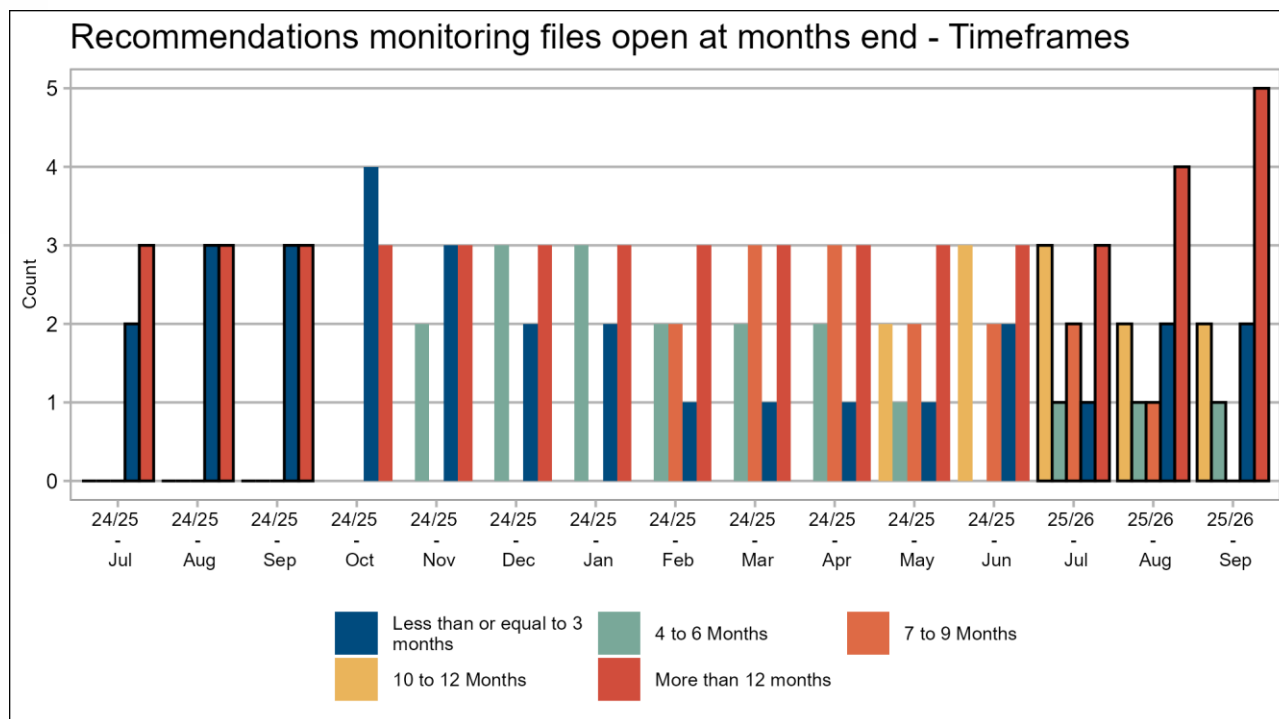
At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent the issues identified in the investigation from happening again. In these instances, the OHO puts in place a recommendation monitoring program to track the implementation of the recommendations.

OHO recommendations monitoring



OHO monitoring cases	Jul	Aug	Sep
Cases open at the beginning of the month	10	10	10
Recommendations monitoring cases started	0	1	0
Recommendations monitoring cases closed	0	1	0

Open recommendations monitoring case timeframes



Monitoring case timeframes	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
3 months or less	1	10	2	20	2	20
4 - 6 months	1	10	1	10	1	10
7 - 9 months	2	20	1	10	0	0
10 - 12 months	3	30	2	20	2	20
12 months or more	3	30	4	40	5	50
Total	10	100	10	100	10	100

Director of Proceedings

The role of the Director of Proceedings is to independently assess the merits of an investigation and determine whether the matter is suitable to be run to Queensland Civil and Administrative Tribunal (QCAT) for a determination.

Where the Director of Proceedings determines that an investigation has produced evidence of issues relating to health, conduct and/or performance that require intervention by QCAT, a comprehensive brief of evidence is prepared and in-house or external lawyers are briefed to represent the Health Ombudsman before QCAT.

Matters referred to the Director of Proceedings by practitioner type

Practitioner type	Number	%
Chinese Medicine Practitioner	2 ¹	13.4
Medical Practitioner	6 ²	40.0
Physiotherapist	2	13.4
Registered Nurse	5	33.4
Total	15	100

Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate. As a result, these figures may differ from the Investigation outcomes' figures elsewhere in this report.

Matters currently with the Director of Proceedings by practitioner type

These are matters that have been referred to the Director of Proceedings but have not been filed in QCAT or referred back to the Health Ombudsman. This includes matters where there has been a decision to refer the matter to QCAT, but no referral has been filed at QCAT at this stage.

Practitioner type	Number	%
Chinese Medical Practitioner	2	2.9
Chiropractor	4	5.9
Medical Practitioner	23	34.4
Midwife	1	1.5
Paramedic	1	1.5
Pharmacist	9	13.5
Physiotherapist	2	2.9
Podiatrist	2	2.9
Psychologist	6	8.9
Registered Nurse	17	25.4
Total	67	100

¹ These 2 referrals relate to 2 different practitioners that have been returned to DOP after further investigation was undertaken.

² This figure contains one matter that was a referral back after stated information obtained. Two matters relate to the same Practitioner.

Outcomes of matters reviewed by the Director of Proceedings

Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	%
Physiotherapist	1	33.3
Registered Nurse	2	66.0
Total Registered	3	100

Matters referred back to the Health Ombudsman

Practitioner type	Number	%
Medical Practitioner	1	33.3
Registered Nurse	2	66.0
Total	3	100

Queensland Civil and Administrative Tribunal disciplinary matters

Matters open in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	%
Chinese Medical Practitioner	1	1.7
Medical Practitioner	20	32.3
Midwife	2	3.3
Obstetrician & Gynaecologist	1	1.7
Paramedic	5	8.1
Pharmacist	3	4.9
Physiotherapist	2	3.3
Psychologist	5	8.1
Registered Nurse	23	37.1
Total	62	100

Outcomes of Queensland Civil and Administrative disciplinary matters

Queensland Civil and Administrative Tribunal decisions

Practitioner type	Number
Chiropractor	1
Osteopath	1
Paramedic	1
Pharmacist	1

Practitioner type	Number
Psychologist	1 ¹
Total QCAT Decisions	5

Matters withdrawn

Practitioner type	Number
-	-
Total matters withdrawn	0

Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been 5 decisions made on matters referred to QCAT during the quarter.

Date of Decision	Matter	Details of QCAT Decision
25-Jul-25	OCR037-23	- Professional Misconduct - Reprimand - Disqualified from applying for registration for a period of 4 years from date of order - Prohibits the Practitioner from providing any mental health, psychological or counselling services until she obtains registration as a health practitioner ** Non-publication order **
14-Aug-25	OCR162-24	- Professional Misconduct - Reprimand - Disqualified from applying for registration as an Osteopath for a period of 2 years from the date of order No order as to costs
18-Aug-25	OCR284-24	- Professional Misconduct - Reprimand - Registration suspended for 2 months (from date of order) - IRA imposed by HO set aside Each party bear their own costs
17-Sep-25	OCR352-22	- Professional Misconduct - Reprimand - Registration cancelled - Disqualified from applying for registration for a period of 20 months - Prohibited from providing any health service until such time as the respondent obtains registration No order as to costs
25-Sep-25	OCR122-24	- Professional Misconduct - Unprofessional Conduct - Reprimand - Registration suspended for a period of 3 months from date of order - Conditions imposed (see Annexure A) - Review period of 9 months from the date the conditions come into effect - IRA taken on 14 June 2023 is set aside No order as to costs

¹ This decision was made in July 2025 however not received/recorded until August 2025



Decisions on immediate action reviews

There were 0 decisions made on immediate action reviews in Q1 2025-26.

Immediate action

The *Health Ombudsman Act 2013* allows for immediate action to be taken against a registered or unregistered health practitioner if the Health Ombudsman reasonably believes:

- that a practitioner's health, conduct or performance poses a serious risk to the health and safety of the public
- that action is in the public interest.¹

Immediate registration actions

Immediate registration actions apply only to registered health practitioners and may result in the Health Ombudsman issuing a suspension, imposing conditions, or accepting an undertaking from a registered health practitioner.

The Health Ombudsman took initial immediate registration action in relation to 12 registered health practitioners in Q1 2025-26.

Immediate registration actions - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Nurse	1	Jul	Conditions	✓	✓
Nurse	2	Jul	Conditions		✓
Paramedic	1	Jul	Suspension	✓	✓
Nurse	3	Aug	Conditions		✓
Nurse	1	Aug	Suspension	✓	✓
Medical Practitioner	1	Sep	Conditions	✓	✓
Nurse	1	Sep	Conditions		✓
Pharmacist	2	Sep	Suspension	✓	✓

Immediate registration actions – Variation

A health practitioner may apply to the Health Ombudsman to vary an immediate action if there is a material change in relation to the matter giving rise to the immediate action. The Health Ombudsman may also initiate a decision to vary an immediate action if, at any time after a decision to take immediate action, there is a material change in relation to the matter giving rise to the immediate action.

The Health Ombudsman took 0 immediate registration action variation in relation in Q1 2025-26.

Immediate registration actions – Revocation

If at any time the Health Ombudsman is satisfied the immediate registration action is no longer necessary on the grounds that the practitioner's health, conduct or performance poses a serious risk to persons or public interest, the Health Ombudsman must revoke the action.

The Health Ombudsman revoked immediate registration action against 5 registered health practitioners in Q1 2025-26.

¹ Prior to taking immediate action or varying an immediate action, the Health Ombudsman must first show cause. The Health Ombudsman may take an initial immediate action without first issuing a show cause notice in cases they believe it is necessary to ensure the health and safety of an individual or the public. The Health Ombudsman does not report publicly on show cause notices.

Practitioner type	Number	Month	Action that was taken	Reason/s for taking action	
				Public Interest	Serious Risk
Medical Practitioner	1	Aug	Conditions		✓
Nurse	1	Aug	Conditions		✓
Nurse	1	Aug	Undertakings		✓
Nurse	1	Sep	Undertakings	✓	
Nurse	1	Sep	Suspension	✓	✓

Interim prohibition orders

The Health Ombudsman has powers to issue interim prohibitions orders to unregistered practitioners and registered practitioners practicing outside their field of registration. An interim prohibition order can prohibit or restrict the practitioner from providing any health service, or a specific health service.

Interim prohibition order – Initiation

The Health Ombudsman issued 7 interim prohibition orders against unregistered health practitioners in Q1 2025-26.

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Alternative health provider	1	Jul	Prohibition		✓
Non-clinical support worker	1	Jul	Prohibition w Restriction		✓
Non-clinical support worker	1	Aug	Prohibition w Restriction		✓
Alternative health provider	1	Sep	Prohibition	✓	✓
Assistant in nursing	1	Sep	Prohibition	✓	✓
Non-clinical support worker	1	Sep	Prohibition w Restriction		✓
Pharmacist	1	Sep	Prohibition	✓	✓

Interim prohibition order – Variation

A health practitioner may apply to the Health Ombudsman to vary an immediate action if there is a material change in relation to the matter giving rise to the immediate action. The Health Ombudsman may also initiate a decision to vary an immediate action if, at any time after a decision to take immediate action, there is a material change in relation to the matter giving rise to the immediate action.

There were 0 variations to interim prohibition orders in Q1 2025-26.

Interim prohibition order – Revocation

If at any time the Health Ombudsman is satisfied an interim prohibition order is no longer necessary on the grounds that the practitioner's health, conduct or performance poses a serious risk to persons or public interest, the Health Ombudsman must revoke the order.

The Health Ombudsman revoked an interim prohibition order against 2 unregistered health practitioners in Q1 2025-26.

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Alternative health provider	1	Aug	Prohibition		✓
Alternative health provider	1	Sep	Prohibition w Restriction		✓

Prohibition orders

Prohibition order – Initiation

The Health Ombudsman may issue a prohibition order – either permanently or for a stated period – once they have finished investigating an unregistered health practitioner and are satisfied that the practitioner's health, conduct or performance poses a serious risk to the health and safety of the public.¹

The Health Ombudsman issued 8 prohibition orders against unregistered health practitioners in Q1 2025-26.

Practitioner type	Number	Month	Action taken
Alternative health provider	1	Jul	Prohibition
Non-clinical support worker	1	Jul	Prohibition
Alternative health provider	3	Aug	Prohibition
Assistant in nursing	1	Sep	Prohibition
Assistant in nursing	1	Sep	Prohibition w Restriction
Health support worker	1	Sep	Prohibition w Restriction
Alternative health provider	1	Jul	Prohibition
Non-clinical support worker	1	Jul	Prohibition

Prohibition order – Variation

A health practitioner may apply to the Health Ombudsman to vary a prohibition order if there is a material change in relation to the matter giving rise to the prohibition order. The Health Ombudsman may also initiate a decision to vary a prohibition order if, at any time after a decision to issue a prohibition order, there is a material change in relation to the matter giving rise to the prohibition order.

There were 0 variations to prohibition orders in Q1 2025-26.

Prohibition order – Revocation

If at any time the Health Ombudsman is satisfied that the prohibition order is no longer necessary on the grounds that the unregistered health practitioners health, conduct or performance poses a serious risk to persons, the Health Ombudsman must revoke the prohibition order.

There were 1 revocation to prohibition orders in Q1 2025-26.

Practitioner type	Number	Month	Action taken
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¹ Prior to issuing a prohibition order or varying a prohibition order, the Health Ombudsman must first show cause. The Health Ombudsman does not report publicly on show cause notices.



Assistant in nursing	1	Aug	Prohibition
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The details for all actions and orders can be found on the action/orders register on the OHO website (<https://www.oho.qld.gov.au/public/protective-orders>).

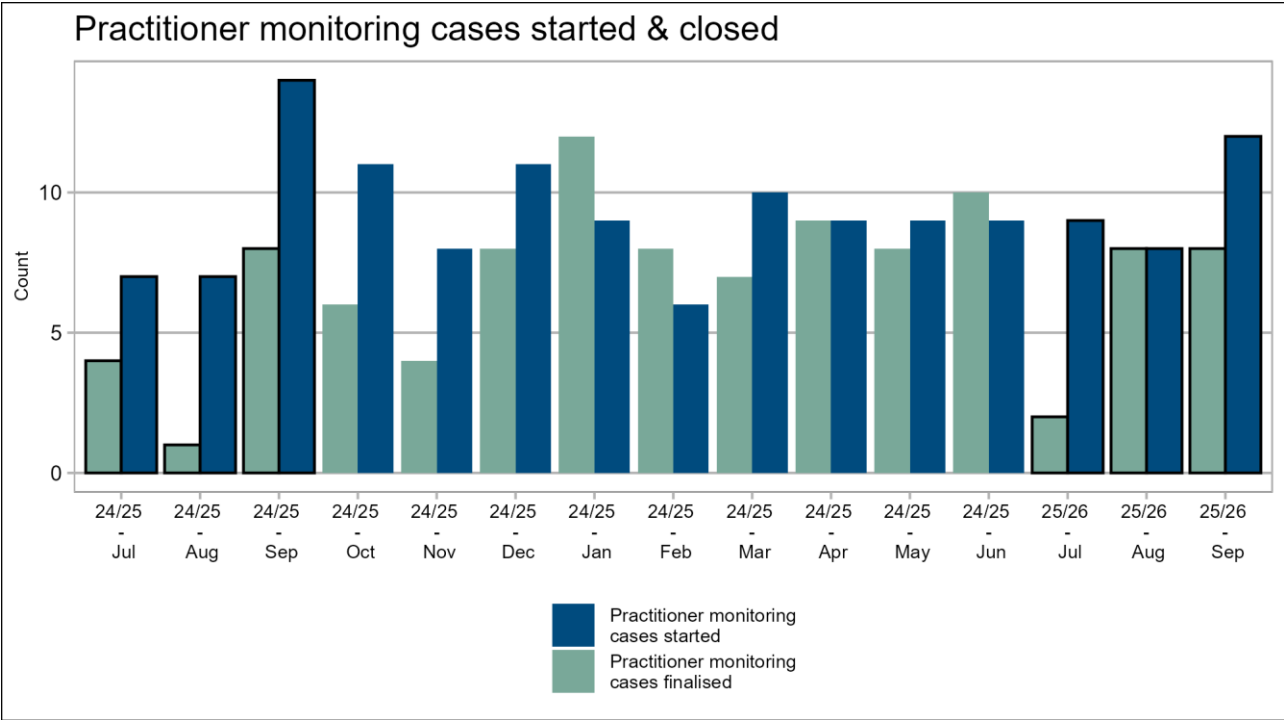
Monitoring practitioner compliance

When the Health Ombudsman takes immediate action against a health practitioner, we monitor the practitioner's compliance with the action.

For interim prohibition orders, this means monitoring compliance with either a full prohibition, or restrictions imposed, on a practitioner's provision of health services. For immediate registration actions, this means monitoring compliance with condition(s) on or suspension of a practitioner's registration.

The Health Ombudsman may take immediate action against a single practitioner with both immediate registration action and an interim prohibition order. This can occur, for example, in instances where there is a risk that a registered practitioner may also practise in an unregistered capacity.

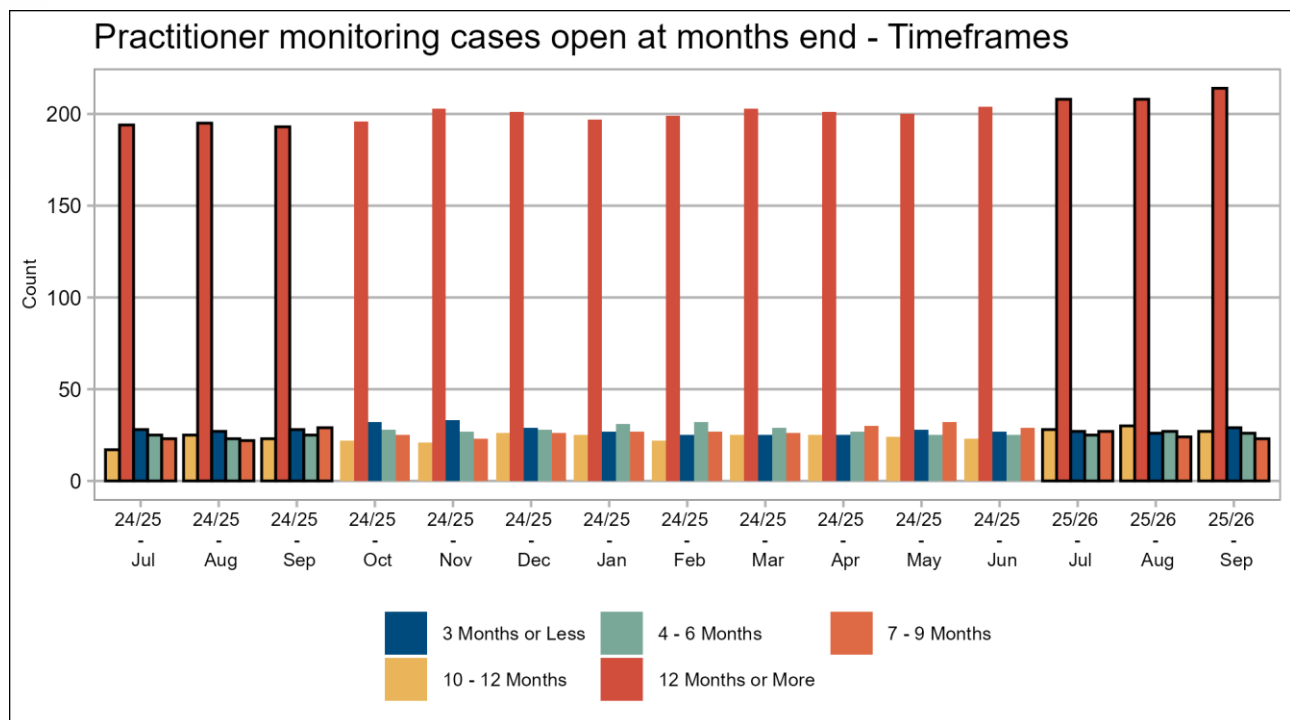
Practitioner monitoring cases



Cases this month	Jul	Aug	Sep
Practitioner monitoring cases started	9	8	12
Practitioner monitoring cases finalised	2	8	8

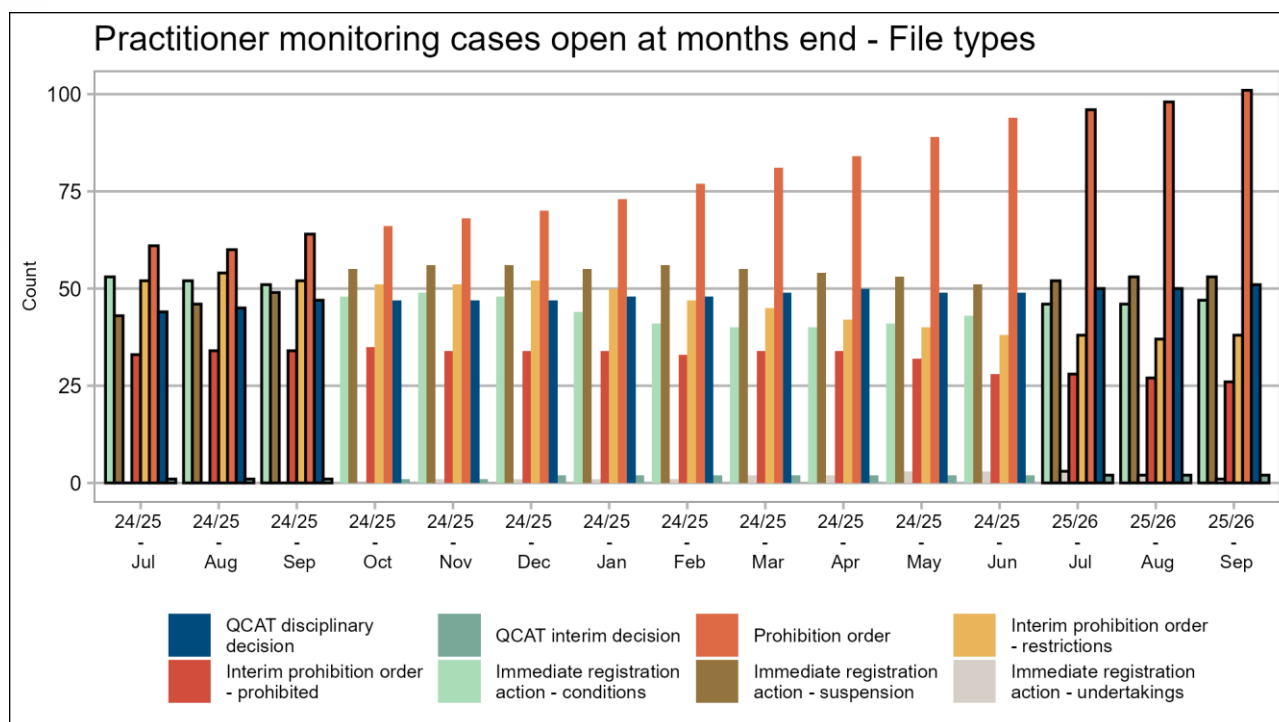
Open monitoring cases

Timeframes



	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
3 months or less	27	8.57	26	8.25	29	9.09
4 - 6 months	25	7.94	27	8.57	26	8.15
7 - 9 months	27	8.57	24	7.62	23	7.21
10 - 12 months	28	8.89	30	9.52	27	8.46
12 months or more	208	66.03	208	66.03	214	67.08
Total	315	100	315	100	319	100

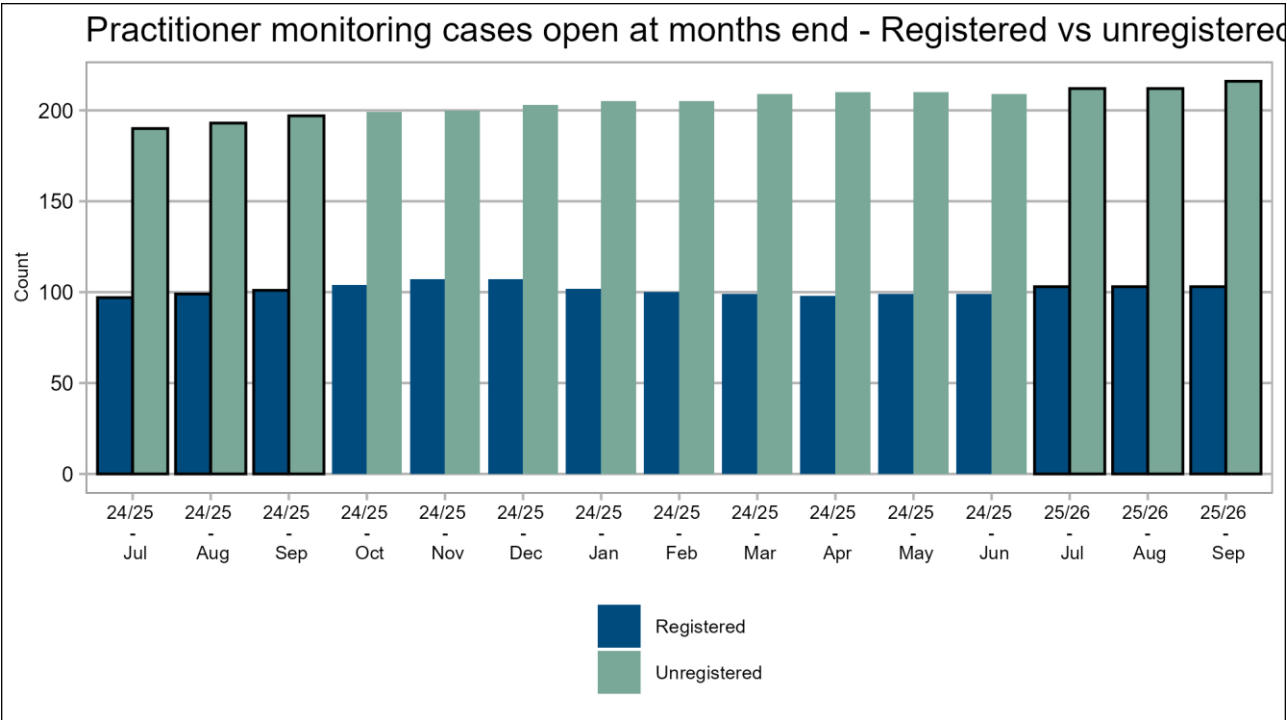
Immediate action types



	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
QCAT disciplinary decision	50	15.87	50	15.87	51	15.99
QCAT interim decision	2	0.63	2	0.63	2	0.63
Permanent prohibition order	96	30.48	98	31.11	101	31.66
Interim prohibition order - restrictions	38	12.06	37	11.75	38	11.91
Interim prohibition order - prohibited	28	8.89	27	8.57	26	8.15
Immediate registration action - conditions	46	14.6	46	14.6	47	14.73
Immediate registration action - suspension	52	16.51	53	16.83	53	16.61
Immediate registration action - undertakings	3	0.95	2	0.63	1	0.31
Total	315	100	315	100	319	100



Registered Vs unregistered practitioners under monitoring



	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
Registered	103	32.7	103	32.7	103	32.29
Unregistered	212	67.3	212	67.3	216	67.71
Total	315	100	315	100	319	100



Australian Health Practitioner Regulation Agency

Joint consideration matters

The Health Ombudsman and Ahpra must jointly consider all matters received involving registered health practitioners within 7 business days and decide what course of action to take. The consultation period is excluded from the 7 business day statutory timeframe. A matter can either be retained by the Health Ombudsman, referred to Ahpra or no further action taken.

If a matter is retained by the Health Ombudsman for further relevant action and at the end of the relevant action the decision is to take no further action on the complaint, Ahpra can decide to have the matter referred to them. This is known as subsequent joint consideration.

Initial joint consideration consultations

Matters commenced & finalised

	Month	OHO Matter Count	Provider Count	Decision Count*
Matters commenced	Jul	372	381	401
	Aug	330	347	373
	Sep	367	371	396
	Total	1069	1099	1170
Matters finalised	Jul	381	399	419
	Aug	327	347	369
	Sep	359	366	393
	Total	1067	1112	1181

* The decision count for matters commenced includes active matters marked as decision pending.

Issues by practitioner type

	Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	*JC Com menced without an issue	Total
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	3
Chiropractor	-	-	1	-	-	-	-	-	-	-	-	-	1	-	7	-	-	-	9
Dental practitioner	-	-	7	7	-	1	5	-	-	-	1	-	16	2	41	1	-	-	81
Medical Practitioner	21	-	88	26	4	2	23	6	1	-	29	105	142	8	297	41	1	-	794
Medical Radiation Practitioner	-	-	1	-	-	-	-	-	-	-	-	-	3	-	3	-	-	-	7
Midwife	-	1	1	-	-	-	-	-	-	-	1	2	9	-	6	-	-	-	20
Nurse	-	-	11	3	-	-	-	3	-	-	10	24	124	23	51	-	1	-	250
Occupational Therapist	-	-	1	-	-	-	2	2	-	-	1	-	7	-	2	8	-	-	23
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	1	14	2	1	-	-	-	18
Pharmacist	-	-	-	-	-	-	-	-	-	-	-	24	22	5	1	-	-	-	52
Physiotherapist	-	-	3	1	-	-	-	1	-	-	1	-	11	-	5	-	-	-	22
Podiatrist / Chiroprapist	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
Psychologist	4	1	15	3	-	1	2	2	-	-	2	-	50	5	25	10	1	-	121
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	8	1	-	-	-	-	9
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	25	2	128	41	4	4	33	14	1	-	45	156	408	46	441	60	3	-	1411

Outcomes by practitioner type

Issue	HCE to retain*		Refer to National Agency		No further action		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	0.00
Chinese Medicine Practitioner	1	0.41	-	0.28	1	-	-	0.17
Chiropractor	2	0.81	4	1.14	2	0.68	4	0.85
Dental practitioner	14	5.69	28	7.12	14	4.79	28	5.67
Medical Practitioner	108	43.90	365	50.71	108	62.50	365	55.12
Medical Radiation Practitioner	2	0.81	1	0.85	2	0.17	1	0.51
Midwife	7	2.85	3	1.42	7	0.51	3	1.27
Nurse	75	30.49	78	19.66	75	13.36	78	18.80
Occupational Therapist	5	2.03	10	0.85	5	1.71	10	1.52
Optometrist	-	-	-	0.57	-	-	-	0.17
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-
Paramedic	9	3.66	6	0.57	9	1.03	6	1.44
Pharmacist	8	3.25	20	5.70	8	3.42	20	4.06
Physiotherapist	3	1.22	10	1.42	3	1.71	10	1.52
Podiatrist / Chiropodist	-	-	1	-	-	0.17	1	0.08
Psychologist	12	4.88	52	8.83	12	8.90	52	8.04
Student practitioner	-	-	6	0.85	-	1.03	6	0.76
Unknown practitioner	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-
Total	246	100	584	100	246	100	584	100

* Refers to matters that were retained by the Office of Health Ombudsman.



Subsequent joint consideration consultations

Matters commenced & finalised

	Month	OHO Matter Count	Provider Count	Decision Count*
Matters commenced	Jul	17	16	17
	Aug	19	18	19
	Sep	28	27	28
	Total	64	61	64
Matters finalised	Jul	17	17	17
	Aug	18	17	18
	Sep	27	25	27
	Total	62	59	62

* The decision count for matters commenced includes actives matters marked as decision pending.

Issues by practitioner type

	Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	*JC Com menced witho ut an Issue	Total
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Dental practitioner	-	-	-	-	-	-	1	-	-	-	-	-	1	-	3	-	-	-	5
Medical Practitioner	-	-	7	3	4	-	1	3	-	-	4	3	10	-	20	1	-	-	56
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Nurse	-	-	-	-	-	-	-	-	-	-	1	-	5	-	1	-	-	-	7
Occupational Therapist	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Pharmacist	-	-	1	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	3
Physiotherapist	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	3
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychologist	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	-	3
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	8	3	4	-	2	4	-	-	5	3	27	-	25	1	-	-	82

Outcomes by practitioner type

Issue	HCE to retain*		Refer to National Agency		No further action		No response given		Q4 total	
	Number	%	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	1	1.79	-	-	1	1.61
Chiropractor	-	-	-	-	1	1.79	-	-	1	1.61
Dental practitioner	-	-	-	-	4	7.14	-	-	4	6.45
Medical Practitioner	-	-	-	-	32	57.14	4	66.67	36	58.06
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	1	1.79	-	-	1	1.61
Nurse	-	-	-	-	6	10.71	2	33.33	8	12.90
Occupational Therapist	-	-	-	-	1	1.79	-	-	1	1.61
Optometrist	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	2	3.57	-	-	2	3.23
Physiotherapist	-	-	-	-	4	7.14	-	-	4	6.45
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-	-	-
Psychologist	-	-	-	-	4	7.14	-	-	4	6.45
Student practitioner	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	56	100	6	100	62	100

* Refers to matters that were retained by the Office of Health Ombudsman.

Demographics of complainants, healthcare consumers and providers

As part of the complaints management process, three key groups of person(s) are identified:

1. **Complainant:** This is the person and/or entity who has raised the complaint with the Office of the Health Ombudsman
2. **Healthcare Consumer:** This is the person and/or entity in which the healthcare service identified in the complaint was provided to. It is very common for both the Complainant and Healthcare Consumer to be the same person.
3. **Provider:** This is the person and/or entity who provided the healthcare service.

Complainants

Complainant gender

	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
Female	487	54.29	417	53.53	427	52.07
Male	367	40.91	319	40.95	352	42.93
Non-binary	6	0.67	5	0.64	9	1.1
Unknown*	2	0.22	4	0.51	3	0.37
Not Applicable**	35	3.9	34	4.36	29	3.54
Total	897	100	779	100	820	100

*Gender not recorded or not provided for a particular matter.

**Not Applicable refers to complainants who are an entity and not a person. For example, a health service organisation.

Complainant age

	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
Not Applicable**	35	3.9	34	4.36	29	3.54
Unknown*	73	8.14	52	6.68	66	8.05
Less than 18 years	2	0.22	4	0.51	1	0.12
18-24 years	32	3.57	28	3.59	24	2.93
25-34 years	194	21.63	150	19.26	151	18.41
35-44 years	218	24.3	196	25.16	202	24.63
45-54 years	149	16.61	135	17.33	151	18.41
55-64 years	119	13.27	98	12.58	118	14.39
65-74 years	43	4.79	46	5.91	50	6.1
More than 75 years	32	3.57	36	4.62	28	3.41
Total	897	100	779	100	820	100

*Age not recorded or not provided for a particular matter.

**Not Applicable refers to complainants who are an entity and not a person. For example, a health service organisation.

Complainant location

	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
Not Applicable*	0	0	1	0.13	0	0
Unknown**	141	15.7	132	16.92	138	16.81
Cairns and Hinterland	40	4.45	37	4.74	31	3.78
Central Queensland	32	3.56	36	4.62	28	3.41
Central West	1	0.11	2	0.26	1	0.12
Children's Health Queensland	0	0	0	0	0	0
Darling Downs	31	3.45	26	3.33	29	3.53
Gold Coast	86	9.58	85	10.9	82	9.99
Mackay	21	2.34	17	2.18	19	2.31
Metro North	163	18.15	130	16.67	145	17.66
Metro South	202	22.49	164	21.03	192	23.39
North West	2	0.22	3	0.38	3	0.37
South West	3	0.33	2	0.26	1	0.12
Sunshine Coast	45	5.01	42	5.38	43	5.24
Torres and Cape	2	0.22	0	0	1	0.12
Townsville	31	3.45	30	3.85	37	4.51
West Moreton	52	5.79	37	4.74	34	4.14
Wide Bay	46	5.12	36	4.62	37	4.51
Total	898	100	780	100	821	100

*Not applicable refers to complainants where the geographic details are excluded from a HHS catchment (e.g. The office of Health Ombudsman)

**Geographic details are not recorded or unable to be adequately identified from details provided.

Please note that a consumer & complainant's age and geographic details are calculated in the context of a receipt of a complaint. Thus, it is possible for them to have multiple reported age and geographic groupings in the same month if they exist across multiple complaints and their details change between the receipt of these complaints.

Healthcare consumers

Consumer gender

	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
Female	447	52.96	360	51.65	350	48.01
Male	391	46.33	329	47.2	368	50.48
Non-binary	5	0.59	6	0.86	10	1.37
Unknown*	1	0.12	2	0.29	1	0.14
Not Applicable**	0	0	0	0	0	0
Total	844	100	697	100	729	100

*Gender not recorded or not provided for a particular matter.

**Not Applicable refers to consumer who are an entity and not a person. For example, a health service organisation.

Consumer age

	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
Not Applicable**	0	0	0	0	0	0
Unknown*	72	8.53	69	9.9	62	8.5
Less than 18 years	57	6.75	38	5.45	38	5.21
18-24 years	47	5.57	37	5.31	29	3.98
25-34 years	167	19.79	131	18.79	133	18.24
35-44 years	177	20.97	149	21.38	162	22.22
45-54 years	117	13.86	103	14.78	114	15.64
55-64 years	95	11.26	71	10.19	91	12.48
65-74 years	44	5.21	44	6.31	52	7.13
More than 75 years	68	8.06	55	7.89	48	6.58
Total	844	100	697	100	729	100

*Age not recorded or not provided for a particular matter.

**Not Applicable refers to consumer who are an entity and not a person. For example, a health service organisation.

Consumer location

	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
Unknown*	214	25.33	188	26.97	200	27.4
Cairns and Hinterland	33	3.91	29	4.16	28	3.84
Central Queensland	24	2.84	28	4.02	25	3.42
Central West	0	0	1	0.14	1	0.14
Children's Health Queensland	0	0	0	0	0	0
Darling Downs	26	3.08	23	3.3	19	2.6
Gold Coast	79	9.35	60	8.61	60	8.22
Mackay	20	2.37	14	2.01	13	1.78
Metro North	127	15.03	105	15.06	107	14.66
Metro South	173	20.47	135	19.37	153	20.96
North West	0	0	2	0.29	3	0.41
South West	1	0.12	3	0.43	1	0.14
Sunshine Coast	38	4.5	32	4.59	32	4.38
Torres and Cape	0	0	0	0	0	0
Townsville	28	3.31	18	2.58	28	3.84
West Moreton	44	5.21	31	4.45	32	4.38
Wide Bay	38	4.5	28	4.02	28	3.84
Total	845	100	697	100	730	100

* Geographic details are not recorded or unable to be adequately identified from details provided.

Please note that a consumer & complainant's age and geographic details are calculated in the context of a receipt of a complaint. Thus, it is possible for them to have multiple reported age and geographic groupings in the same month if they exist across multiple complaints and their details change between the receipt of these complaints.

Health service providers

Provider location*

	Jul		Aug		Sep	
	Number	%	Number	%	Number	%
Not Applicable	0	0	0	0	0	0
Unknown**	85	11.07	71	10.68	74	10.65
Cairns and Hinterland	31	4.04	25	3.76	25	3.6
Central Queensland	25	3.26	19	2.86	23	3.31
Central West	1	0.13	1	0.15	2	0.29
Children's Health Queensland	0	0	0	0	1	0.14
Darling Downs	32	4.17	26	3.91	22	3.17
Gold Coast	119	15.49	115	17.29	97	13.96
Mackay	13	1.69	17	2.56	15	2.16
Metro North	161	20.96	122	18.35	146	21.01
Metro South	142	18.49	138	20.75	128	18.42
North West	10	1.3	4	0.6	4	0.58
South West	4	0.52	7	1.05	2	0.29
Sunshine Coast	52	6.77	57	8.57	55	7.91
Torres and Cape	2	0.26	0	0	1	0.14
Townsville	25	3.26	16	2.41	39	5.61
West Moreton	31	4.04	21	3.16	27	3.88
Wide Bay	35	4.56	26	3.91	34	4.89
Total	768	100	665	100	695	100

* Health service provider location is taken from the primary address of the provider recorded in the OHO complaints management system. Complaints can be made about health service providers from other states who have provided health services in Queensland. This could include locums travelling to Queensland from interstate or providers who previously lived in Queensland providing services but have since moved interstate—as the OHO can deal with complaints up to two years old.

** Geographic details are not recorded or unable to be adequately identified from details provided.

Aggregated data descriptions

To assist with understanding the data in this report, each set of visuals/table has been further defined using the following descriptions:

- **Date Stamp?** – This describes the date field that is used to mark the occurrence of the event that is being counted/measured within the data.
- **What is being counted?** – This describes the unique instance that is being counted/measured.

Data element	Date stamp	What is being counted?
Intake of complaints		
Type of contacts	The date and time the case file is created in Resolve.	The total number of unique case files recorded in Resolve.
Contacts received through Genesys	The date and time of the interaction.	The total number of unique person(s) interacted within in the Genesys Telephony System
Type of complaints	The date and time the case file is created in Resolve.	The total number of unique case files recorded as a complaint in resolve.
Decision timeframes	The end date and time of a case file tracking clock which documents the processing time of decisions during the intake phase.	The total number of unique case files recorded as a complaint in resolve.
Decisions made	The end date and time of a case file tracking clock which documents the processing time of decisions during the intake phase.	The total number of decisions being made. Please note, as decisions can be reconsidered, certain case files will have multiple decisions recorded against them
Accepted decision outcomes	The date and time in which the outcome is recorded against the case file.	The total number of unique case files recorded as a complaint in resolve in the context of an accepted decision.
Health service complaints profile		
Main issue category raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Subcategories of professional performance issues raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Subcategories of professional conduct issues raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Subcategories of professional health issues raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Profile of complaints about health practitioners	The date and time the case file is created in Resolve.	In the grey cells, counts refer to the number of unique practitioners. In every other cell, counts refer to the number of issues.
Profile of complaints about health service organisations	The date and time the case file is created in Resolve.	In the grey cells, counts refer to the number of unique organisations. In every other cell, counts refer to the number of issues.
Assessment		
Assessments started and completed	The start and end date of the assessment.	The total number of unique assessment case files.
Assessment started by prioritisation	The start date of the assessment	The total number of unique assessment case files.
Completed assessment timeframes	The end date of the assessment.	The total number of unique assessment case files.
Assessment decisions	The date and time in which the outcome is recorded against the assessment case file.	The total number of unique assessment case files.

Data element	Date stamp	What is being counted?
Local resolution		
Local resolutions started and completed	The start and end date of the Local Resolution.	The total number of unique Local Resolution case files.
Completed local resolutions timeframes	The end date of the Local Resolution.	The total number of unique Local Resolution case files.
Local Resolution Outcomes	The date and time in which the outcome is recorded against the Local Resolution case file.	The total number of unique Local Resolution case files.
Conciliation		
Conciliations started and closed	The start and end date of the Conciliation file.	The total number of unique Conciliation case files.
Completed conciliation timeframes	The end date of the Conciliation file.	The total number of unique Conciliation case files.
Completed conciliation outcomes	The date and time in which the outcome is recorded against the Conciliation case file.	The total number of unique Conciliation case files.
Open conciliation timeframes		The total number of Conciliation Case files open at the end of the month.
Complaints management (Referrals)		
Referrals open & closed	The start and end date of the Referral case file.	The total number of unique Referral case files.
Referrals categories	The start date of the Referral case file.	The total number of unique Referral case files.
Referrals closed timeframes	The end date of the Referral case file.	The total number of unique Referral case files.
Referrals open timeframes		The total number of Referral Case files open at the end of the month.
Investigation		
Investigations started and closed	The date in which the investigations file is recorded as having commenced.	The total number of parent investigations in the context of 'Started' and 'Closed'. Amalgamated investigations represents that the total number of investigations amalgamated.
Closed investigation timeframes	The closed date of the investigation.	The total number of parent investigations closed.
Closed investigation outcomes (All reports)	The date in which the outcome is recorded against the investigation case file.	The total number of parent investigations files in that context.
Active & paused investigations		The total number of open parent investigations open at the end of the month.
Active investigation timeframes		The total number of open parent investigations open at the end of the month.
Paused investigation timeframes		The total number of open parent investigations open at the end of the month.
Active & paused (All) investigation timeframes		The total number of open parent investigations open at the end of the month.
Open investigation categories		The total number of open parent investigations open at the end of the month.
Monitoring investigation recommendations		
OHO recommendations monitoring	The start date and finalisation date of the recommendations monitoring file	Each unique recommendation monitoring file.
Open recommendations monitoring case timeframes		The total number of open recommendation monitoring files at the end of the month.
Director of Proceedings		
Matters referred to the	The Commencement date of the	The total number of unique Director of

Data element	Date stamp	What is being counted?
Director of Proceedings by practitioner type	Director of Proceedings File.	Proceeding case files.
Matters currently with the Director of Proceedings by practitioner type	Not applicable.	The total number of unique Director of Proceeding case files.
Matters filed in the Queensland Civil and Administrative Tribunal	The date in which the matter is filed to QCAT.	The total number of matters filed in QCAT.
Matters referred back to the Health Ombudsman	The date in which the decision was made to refer the matter back to the Health Ombudsman.	The total number of Director of Proceeding case files referred back to the Health Ombudsman.
Matters open in the Queensland Civil and Administrative Tribunal	Not applicable.	The total number of matters filed in QCAT.
Queensland Civil and Administrative Tribunal decisions	The date in which the decision was recorded by QCAT.	The total number of decisions recorded as part of the QCAT proceeding.
Matters withdrawn	The date in which the matter was recognised as formally withdrawn.	The total number of Director of Proceeding case files.
Immediate action		
Show case notices	The date in which the show cause notice was distributed.	The show cause notice.
Initiation events for Immediate Registration Actions, Interim Prohibition Orders and Permanent Prohibition Orders	The date in which the order/action was initiated.	The number of unique practitioners under the action taken conditions specified in the table.
Variation events for Immediate Registration Actions, Interim Prohibition Orders and Permanent Prohibition Orders	The date in which the order/action variation took effect.	The number of unique practitioners under the action taken conditions specified in the table.
Revocation events for Immediate Registration Actions, Interim Prohibition Orders and Permanent Prohibition Orders	The date in which the order/action was revoked.	The number of unique practitioners under the action taken conditions specified in the table.
Monitoring practitioner compliance		
Practitioner monitoring cases	The original effected date of the practitioner monitoring file and the finalisation date.	The unique number of practitioner monitoring files.
Open monitoring cases timeframes		The total number of practitioners with a Monitoring Case Files open at the end of the month.
Immediate action types		The total number of Practitioners Monitoring Case Files open at the end of the month.
Registered Vs unregistered practitioners under monitoring		The total number of Practitioners Monitoring Case Files open at the end of the month.
Australian Health Practitioner Regulation Agency – Initial joint consideration decisions		
Matters commenced and finalised	The date and time in which the initial joint consideration process commenced and was finalised.	1) OHO Matter Count: This is the count of all complaint files within the OHO system which are linked to the joint consideration event. 2) Provider Count: This is the number of unique providers which are linked to the joint consideration event.

Data element	Date stamp	What is being counted?
		3) Decision Count: This is the amount the of decisions that are made for a given joint consideration event. This count usually corresponds with the total number of matters considered on the Ahpra side of joint consideration.
Issues by practitioner type	The date and time in which the initial joint consideration process commenced.	The total number of issues considered in the context of a decision. Please note, this figure does not necessarily equate to the decision count figure as a decision and issues context have a complex relationship. Namely, a decision can be made in the context of anywhere from zero to multiple issues at once.
Outcomes by practitioner type	The date and time in which the Initial joint consideration process was finalised.	The total number of decisions made.
Australian Health Practitioner Regulation Agency – Subsequent joint consideration decisions		
Matters commenced & finalised	The date and time in which the subsequent joint consideration process commenced and was finalised.	1) OHO Matter Count: This is the count of all complaint files within the OHO system which are linked to the joint consideration event. 2) Provider Count: This is the amount of unique providers which are linked to the joint consideration event. 3) Decision Count: This is the amount the of decisions that are made for a given joint consideration event. This count usually corresponds with the total number of matters considered on the Ahpra side of joint consideration
Issues by practitioner type	The date and time in which the subsequent joint consideration process commenced.	The total number of issues considered in the context of a decision. Please note, this figure does not necessarily equate to the decision count figure as a decision and issues context have a complex relationship. Namely, a decision can be made in the context of anywhere from zero to multiple issues at once.
Outcomes by practitioner type	The date and time in which the subsequent joint consideration process was finalised.	The total number of decisions made.
Demographics of complainants, healthcare consumers and providers		
Complainants	The date and time the case file is created in Resolve.	The total number of unique complainants in each month.
Healthcare consumers	The date and time the case file is created in Resolve.	The total number of unique consumers in each month.
Health service providers	The date and time the case file is created in Resolve.	The total number of unique providers in each month.